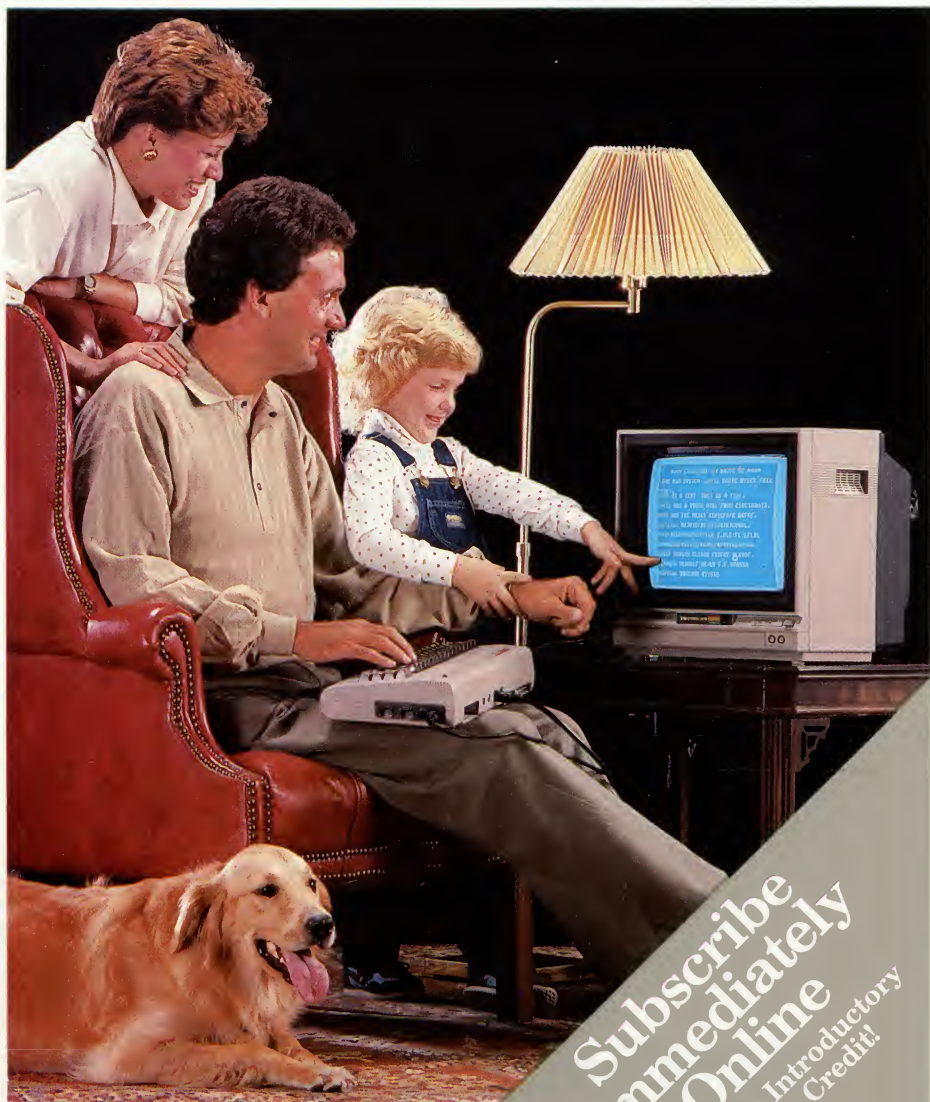


CompuServe®

IntroPak™

An Introductory Subscription
to the CompuServe Information Service



**Subscribe
Immediately
Online**
Includes Introductory
Usage Credit!

COMPUSERVE COMPATIBLE HARDWARE

The CompuServe Information Service is compatible with almost any type of microcomputer, terminal or communicating word processor — bringing online computing as close as your phone. If you have a computer and a phone, you're halfway there already.

Computers and Terminals

The accompanying photograph shows some of the major personal computer brands and models with which CompuServe is compatible. If you have a smaller computer at home, or a portable you use when you travel, you'll be happy to know that these models are also CompuServe compatible. Even your video display terminal or communicating word processor can be configured for CompuServe access.

Modem Compatibility

No matter what kind of computer you have, you will need a device called a modem to connect your computer to your phone line. There are three basic types of modems: a *direct-connect modem*, an *internal modem*, and an *acoustic coupler*.

A direct-connect modem connects your computer directly to your phone line (with a plug-in-type modular cord), an internal modem is built into the computer (as with some portable computers), and an acoustic coupler is like another "cradle" for your phone's handset (or cups that slip over each end of the handset).

While acoustic couplers are generally less expensive and they have the advantage of accepting non-modular phones (payphones, for instance), they tend to be slower in transmitting and receiving information, and they are less reliable than direct-connect modems.





Modems vary widely, and so do their prices. Some are intelligent — meaning they can answer and dial the phone for you, among other things — and some are very basic in function. Some communicate very quickly, and others more slowly. The speed at which a modem will allow your computer to send and receive information is called the baud rate: the higher the baud rate, the faster you can communicate. Though baud rates range from 50 to 19,200, most modems are either 300 baud or 1200 baud, and many are switchable from one baud rate to another.

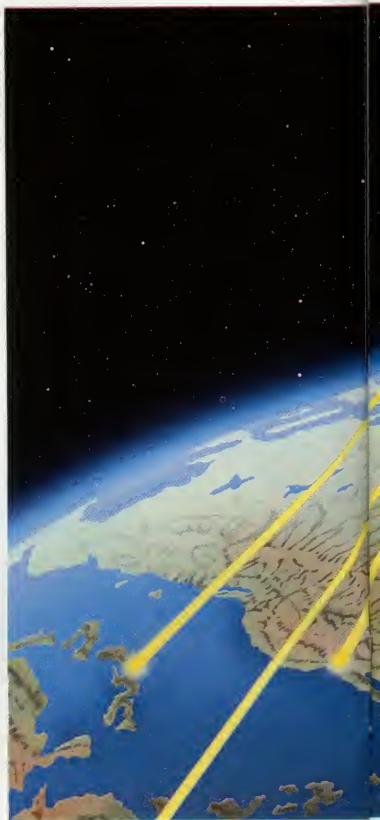
If you plan to download large quantities of information or software (take information from online and store it), you would probably want to use a 1200 baud modem, because any increase in connect time charges for use of the higher speed are more than offset by the speed at which you are able to download your data.

But if you plan on doing much real-time communication with other users (using your computer to interact with others who are simultaneously online), you may be better off at a lower baud rate. You see, in real-time communication you are dependent upon the response time of the other users, but you are still charged according to your *own* baud rate. A minute is still a minute, whether you're at 300 baud or 1200 baud.

Be sure to check with your computer retailer if you have any question about which modem is right for you, your computer and CompuServe.

No matter what kind of computer you have . . .

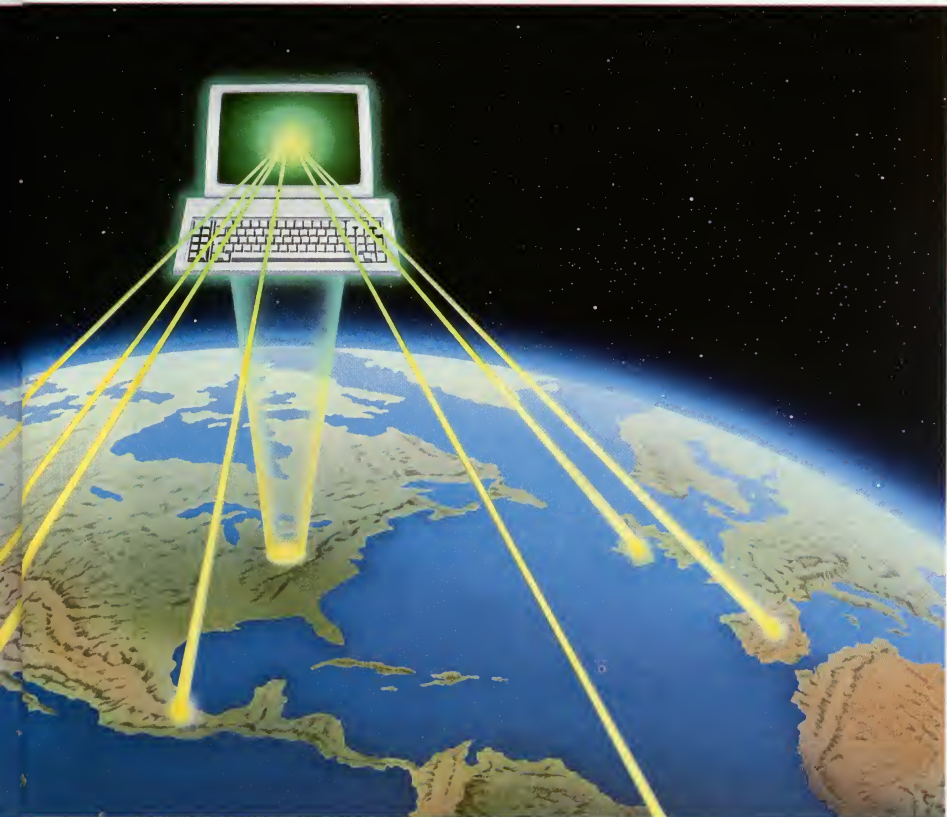
No matter what kind of computer you have, there's a good chance that CompuServe has a related user information area online. These areas are called Forums and you will learn more about them elsewhere in this IntroPak. If you have any questions at all about the compatibility of a particular computer, modem or communications software package with Compuserve, there are dozens of Forums available in which to have them answered.



COMMUNICATION/FORUMS (GO COMMUNICATE*)

If you thought CompuServe was strictly information retrieval, you'll be astonished at the sophistication of our communication offerings. Electronic mail services permit correspondence across time zones at electronic speeds. Electronic conferencing products permit "conversational" interaction among participants worldwide. Electronic bulletin boards keep minds at work on common problems, even when schedules do not coincide. And when topics affect wide segments of CompuServe's subscribers, special interests are served by Forums—online conferences with an eager audience for new ideas and a history of solving problems for other members online.

* These are commands that enable subscribers to proceed directly to a particular product while online. They are explained in greater detail on page 23.



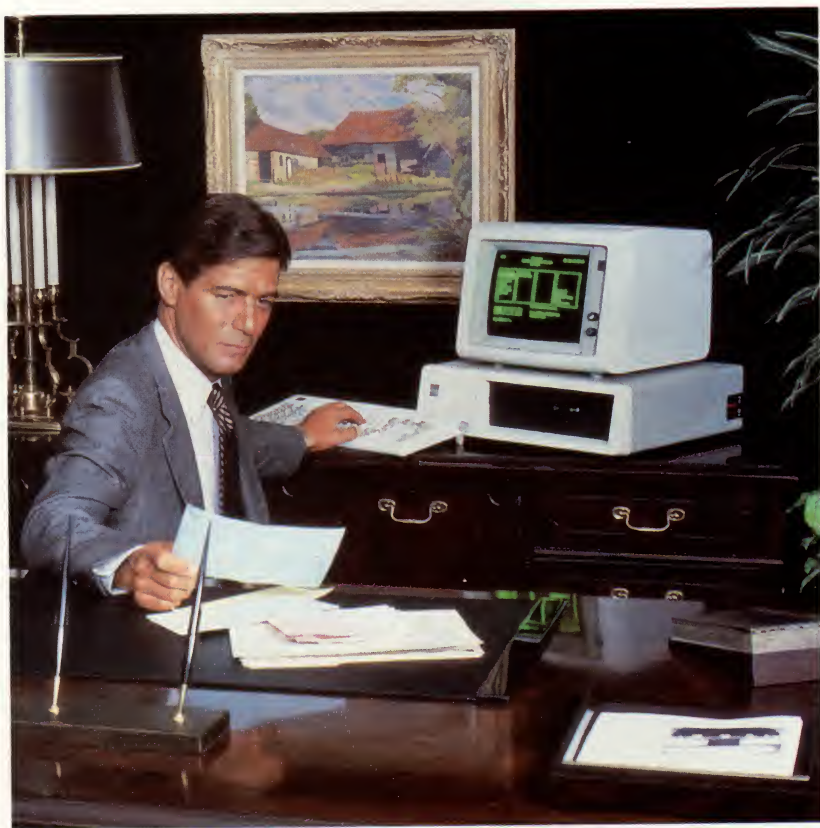
Forums — Special Interest Groups

Sophisticated software supports a national network, built and maintained by CompuServe to direct traffic among simultaneous users in hundreds of Forum "meeting rooms."

From musicians to military veterans, computing enthusiasts to cooking buffs, CompuServe Forums give individuals with common interests a place to talk things over.

Electronic bulletin boards allow messages to be posted or retrieved by individuals or groups. Within conference rooms, parties from two to two hundred can gather to "watch" an authority being interviewed on live PC, or ask questions themselves. Within data libraries, you can download free public domain software to your microcomputer, or browse the history of a Forum's discussion.

Forums cover personal computing support, professional/business associations, and lifestyles & interests. There are dozens in each category and new ones convening all the time. Many Forums support the owners and users of specific computers and software. They often include direct contact with the customer service staffs of computer manufacturers or software publishers.



EasyPlex® Electronic Mail

As quick as a carriage return, EasyPlex electronic mail moves between electronic mailboxes, enabling individuals to stay in touch across time zones. An Address Book makes it convenient to send mail directly to friends and associates you frequently contact. Easy commands help you sort, save, forward and respond to mail you've already received. And simple upload and download features help get everything from memos to manuscripts on their way—swiftly and error-free—to individuals or groups you select.

Citizens Band Simulator

Modeled after CB Radio, CB Simulator is the hottest electronic, interactive communication medium online today. Seventy-two channels host CBers of all backgrounds, ages and intellects. Whenever you want to talk, and whatever you want to discuss, CB is a second home for good listeners and a first stop for creative conversation.

If you like, you can chat in private with a new friend or scramble a conversation for all but invited guests. Whether one joins a nationwide tall tale party or shares a private rendezvous, mingling online is an extremely popular electronic pastime for information service subscribers. And you're invited.



NEWS/CLIPPING SERVICES (GO NEWS)

CompuServe monitors coverage of current events and business news—synthesizing news reports from sources worldwide. We maintain direct access to leading news services; newspapers, newsletters and magazines; as well as sports, weather and financial hotlines.

The AP and Sports Wire

The largest news-gathering organization in the country, the Associated Press, keeps you abreast of what's happening internationally, nationally and statewide in business, politics, and other areas of concern.

The AP Sports Wire covers nearly all sports—in and out of season—and provides immediate updates on scores and transactions.

Executive News Service

CompuServe's *Executive News Service** (ENS) is an electronic news-clipping service from the Associated Press, the Washington Post and OTC News Alert wires. You can keep an electronic folder of articles that you "clip and save" based on key words or phrases you select. ENS also enables you to read the latest hourly and daily news.

Weather

The National Weather Service reports city, state, marine, aviation and extended forecasts as well as weather warnings and weather maps—all updated around the clock.

Special News Services

Current articles from sources other than the AP can be found in IQuest. News articles from the BBC (British Broadcast Company), TASS, and several other major European resources are included along with numerous regional newspapers, magazines, trade publications and newsletters.

Online Today Electronic Edition

Online Today, CompuServe's own news magazine, has an electronic edition that appears online daily. It deals with topics that are of interest to online users, and features hints and ideas for getting the most out of CompuServe.

* Available only with the Executive Option.

ELECTRONIC SHOPPING

Most CompuServe subscribers would rather shop online than by mail or catalog—and it's easy to see why. Organized by departments and specialty stores (just like traditional shopping centers), electronic shopping is a fast, convenient way to make purchases in the privacy of your home.

The Electronic Mall™

The Electronic Mall is home for dozens of nationally known businesses: Sears, Bloomingdales, Waldenbooks, American Express, Buick, Kodak and others. New shops are added every week. Special sales, discount prices, and easy ordering will quickly make you feel at home. And home is where you'll want to do all your shopping from now on!

Comp-u-store OnLine™

This discount home shopping service includes more than 60,000 name-brand consumer products—electronics, appliances, jewelry, hardware, sporting equipment, and more. You'll shop in leading stores for interesting, one-of-a-kind products at up to 50% savings: I. Magnin, Neiman-Marcus, Saks Fifth Avenue, and others. Many will mail you a free catalog, just for asking online.



FINANCIAL TRANSACTION SERVICES (GO BANKING)

Forward-thinking full service banks and brokers use CompuServe as an electronic gateway for out-of-town or out-of-state customers, local depositors, and investors. These services cater to consumers who prefer to serve themselves, electronically. No lines. No crowds. No traffic. No distractions.

Banking

Banks across the country offer online financial and information systems where consumers and businesses can review transactions, transfer funds, pay bills, compare current interest rates and even exchange electronic mail with bank officers. Millions of people will do their banking this way in the future. You can start now. Take more effective control over personal finances. Save time and money. Take advantage of important new technology. Be one of the first to bank in an all new way.

Quick & Reilly

Quick Way brokerage services from Quick & Reilly Inc., the nation's third largest discount brokerage, include: online purchase and sale of securities twenty-four hours a day, current stock and option prices, portfolio management and automatic tax record keeping. Transactions are executed immediately when entered during business hours and at the start of the next business day when entered evenings and on weekends.

Max Ule

Tickerscreen is a financial information service of the discount brokerage Max Ule & Co. It offers closing NYSE prices, commission comparisons, and direct order entry of buy and sell orders for clients of Max Ule.

Unified Management Corporation

Liquid Green is a family of no-load mutual funds provided by Unified Management Corporation. Online access allows you to manage your account activities at your convenience, shifting cash reserves in and out of funds to take advantage of attractive money market interest rates.

American Express® ADVANCE

American Express card holders have access to a variety of member services. Check your account balance. Unify charges with a corporate card program. Use IDS Financial Services. Join a Credit Card RegistrySM.

ENTERTAINMENT & GAMES (GO GAMES)

CompuServe has a place for all your favorite pastimes—and places to start new ones too. Our interactive capabilities—combined with computer-simulated chance—make for exciting multi-player games. CompuServe Forums let you join other subscribers in special online areas dedicated to your hobbies and interests.

Multi-Player Adventure, Space and War Games

Including CompuServe's enormously popular MegaWars I and III space series, Island of Kesmai, SpaceWar and SeaWAR. Along with the wargame simulation, Command Decision, and other leading titles for interactive enthusiasts like Castle Telengard and Blackdragon.

Trivia, Board, Parlor and Sports Games

Play the world's first interactive television game show simulation *You Guessed It!*, and win real prizes. Enjoy traditional board, parlor and sports games of all kinds—including *Multi-player Blackjack*, Golf and Football simulations. Chart your biorythms or consult your horoscope. Access electronic and interactive game advice in The Gamer's Forum, The Multi-Player Games Forum and *The Electronic Gamer*TM—CompuServe's online gaming magazine.

Video and Radio — Soaps to Rock

Hollywood Hotline, RockNet, Movie Reviewettes, and Soap Opera Summaries give you the latest scoop in the world of entertainment.



TRAVEL

(GO TRAVEL)

CompuServe offers a full menu of travel services that make it easier, quicker, less expensive and more fun to manage your own travel, instead of settling for a traditional itinerary. Whether just doing your homework before talking to a travel agent, actually booking your own flights, or comparing an area's hotel accommodations, CompuServe's travel services put you in charge. For individuals or firms who maintain or engage travel by private aircraft, CompuServe even provides a full line of flight planning services and aviation reference sources.

Airline Information/Reservations

With TravelshopperSM: you directly access TWA's airline reservation service to check and book flights, select seat preferences, and arrange for tickets to be mailed, issued by travel agents or held for pick-up. Check dates, times, fares, aircraft type and more for over 1.5 million direct and connecting flights worldwide in The Official Airline Guide Electronic Edition.

Hotel Information

Use the ABC Worldwide Hotel Guide to search for accommodations at 27,000 hotels worldwide according to 24 different criteria.

Automotive Travel

Use the thorough highway directories of TravelvisionSM to plan automotive travel throughout the U.S., Mexico and Canada.

Tours and Cruises

Plan tropical vacations with tips on bargain fares and ideal destinations. Get card member travel specials from American Express[®] ADVANCE. Exchange, rent, or buy vacation properties.

U.S. Domestic Information

Follow events planned for major U.S. metropolitan cities. Plan travel to more than a dozen states west of the Rockies. Get travel details for Central Florida and DisneyWorld/Epcot Center. Research Vermont hotels, bed & breakfast inns, ski resorts and more.

International Information

Determine requirements for entry to foreign countries. Process Visa or Passport applications online. Review international immunization requirements, customs procedures, currency exchange practices, and travel conditions abroad (e.g. hotel shortages, political unrest).

EDUCATION & REFERENCE ***(GO REFERENCE)***

CompuServe provides educational resources for students of all ages and educators at all levels.

For Professionals

Access a variety of curriculum planning resources. Consult profiles of publishers of specialized educational materials. Join other educators in specialized Forums.

Reference and Research Tools

Enjoy instant access to an electronic version of Grolier's Academic American Encyclopedia. Plus, CompuServe's IQuest lets you access nearly 700 other databases from business, commerce, industry and academia. College Press Service keeps you current with Education News Services.

Career Planning and Guidance

The College Board and Peterson's College Databases help choose a college, prepare for the SAT, plan an adult student's return to academia, and evaluate strategies for securing financial aid.

Support Services For Special Education

A resource for those with handicaps, as well as those who assist, train, educate or employ the learning disabled and the vision, hearing or mobility impaired.



HOME, HEALTH & FAMILY **(GO HOME)**

A wide range of family concerns are addressed by these CompuServe offerings and continually updated with the very latest information.

Hobbies

Get more out of any hobby online in forums for model aviation, sailing, tropical fish, auto racing, rock 'n' roll, science fiction, great literature, ham radio, space flight, astronomy, sports, etc.

Cooks Online

Talk with other cooks about hit recipies and regional delicacies. Search an online cookbook by keyword. Join a wine tasters forum.

Personal Finance and Government Resources

Access to: the IRA, Social Security Administration, Independent Insurance Agents of America and other federal offices; mortgage, tax, loan and interest software; and a new car "showroom".

HealthNet

Discuss sports medicine, nutrition and more with physicians in HealthNet. Research rare diseases, new surgery and health issues. Get candid, concise answers in the Human Sexuality Forum.



MONEY MATTERS & MARKETS

(GO MONEY)

CompuServe is a leading provider of investment and financial information to Wall Street and FORTUNE 500 firms. We've used that expertise to assemble a portfolio of investment-related databases which help subscribers make informed investment decisions. You'll use these top investment resources to maintain a competitive edge.

Securities Markets

CompuServe supports investors with historical price, volume, dividend, split and interest payment figures since 1974. Over 70,000 securities are covered, including stocks, bonds, mutual funds and options. Quotes are available within 20 minutes after the trade on over 9,000 of these securities.

Commodities Forecasts

Commodities investors tap open, high, low, and settling prices dating back to 1979 on agricultural commodities and financial futures. Also provided: volume, open interest, cash quotes and market indices.

Earnings Forecasts

The Value Line and I/B/E/S* databases forecast corporate earnings for more than 3,000 companies. I/B/E/S summarizes the expectations of nearly 1,000 analysts from over 70 institutional research departments. Money Market Services provides an analysis of the economy and comments on the outlook for interest rates. Two exclusive online newsletters comment on the commodities markets.

Company Information

The Disclosure II* database, which is compiled from company annual reports and from filings with the Securities and Exchange Commission, provides financial information, product line data, management discussions and ownership information on over 9,000 companies. Standard & Poor's offers ratings, business summaries, important developments, product line and selected financial information on 4,000 companies. Value Line Data Base II reports historical financial performance on over 1,700 companies.

Mutual Funds

Evaluate over 400 no-load and low-load mutual funds. Use keywords to search by fund name, objective or manager, and by fund features (minimum investment, redemption methods, etc.). Retrieve descriptions of investment objectives and strategies plus lists of terms and features. Request a prospectus and/or application electronically.

* Available only with the Executive Option.

BUSINESS & OTHER INTERESTS

(GO BUSINESS)

From cottage entrepreneur to corporate titan, from general practitioner to medical specialist, from private pilot to public servant — CompuServe provides decision makers and self-starters with significant professional support.

Aviation

CompuServe supports the private and professional pilot with pilot briefings pertinent to specific flight plans, weather briefings from the NWS, and reports from FAA data networks. CompuServe Aviation Weather services provide Hourly Weather Reports, Terminal Forecasts, Winds Aloft, Pilot Reports, Notice to Airmen, Area Forecasts, Radar Summaries and other resources.

Business Management

CompuServe directly supports your business decisions with complete demographics and market research reports for every U.S. zip code and county. Seminar directories list professional training and development available nationwide. Powerful news and reference resources help you make informed decisions about your business and your career.

Related Forums

CompuServe Professional Forums gather colleagues from specific areas to discuss advances in the field, employment opportunities, trade secrets and industry developments. Including: Law, PR, Journalism, Marketing, Healthcare, Computer Training and more.

* Available only with the Executive Service.



THE EXECUTIVE OPTION

CompuServe's Executive Service Option serves as an extension of the Information Service, affording you access to additional exclusive products and services that add even more power to your online capabilities.

Select the Executive Service Option and enjoy a full complement of online services.

The Executive News Service

The Executive News Service, scans the AP wires, the Washington Post and the OTC News Alert hourly for articles on topics you specify. The articles are clipped and filed for convenient reading.

Exclusive Financial Services

Exclusive financial and market research services such as: Ticker Retrieval, Disclosure II, SuperSite and the Institutional Broker's Estimate System — powerful research and investment tools for over 90,000 companies, and SuperSite — presentation-quality market reports by state, county and zip code.

Special Privileges and Discounts

- volume discounts on selected transaction priced financial services
 - a 10% discount on the purchase of most CompuServe products
 - a 50% increase in the storage capacity of your personal file area
 - a six-month storage period for personal files without charge (30 days is standard)
-

Receiving the Executive Service Option and a Bonus Gift

Select the Executive Service Option during your initial sign-up, or add it later, and receive a free gift.

Executive Option Service subscribers are subject to a \$10 minimum account activity each month. Usage of any online products during the month will apply toward the minimum.

START GETTING THE MOST FROM YOUR COMPUTER NOW. IT'S EASY!

If you have a computer and a phone, you're halfway there.

We've already set aside a valuable usage credit just for you. Now all you need is a MODEM (or an ACOUSTIC COUPLER) and some COMMUNICATIONS SOFTWARE (in most cases). A modem is simply the device that connects your computer to your phone line. Communications software, then, is a program that enables your computer to talk to other computers through your modem. If you find that you need communications software, see page 29 for details about CompuServe's communications software packages.

Modems and communications software vary widely, so be sure to consult your owner's manuals for details. No matter how basic your system, though, you can start using CompuServe right now by following these easy steps. If you have any problems, see "Handling Problems" on page 24.

Setting Up

- 1) First, connect your modem or acoustic coupler to your computer and your telephone according to the instructions you received with your equipment.



- 2) Then load your communications software (not necessary if you are connecting from a terminal).
- 3) Now check your software instructions to find out how to make the following settings:

Set your computer according to your modem's BAUD RATE.

- Baud Rate — This is the speed at which your modem will allow your computer to send and receive information: the higher the baud rate, the faster you can communicate. Most modems are either 300 baud or 1200 baud. CompuServe supports baud rates of 110, 300, 450, 1200, and — in limited areas — 2400. *Note: there is a higher connect charge for baud rates above 300.*

Set your computer to ASCII.

- ASCII — ASCII (pronounced "askee") stands for the American Standard Code for Information Interchange, and it's become just that: STANDARD. CompuServe encodes information in ASCII so that nearly every computer on earth will be able to receive it.

Set your computer to ONE STOP BIT

- BITS — "Bits" are individual "on" or "off" signals your computer receives in "bytes" and then converts into legible characters. There are special bits as well, such as "start" bits and "stop" bits (to let your computer know when a "byte" begins or ends).

Set your computer to 7-BIT EVEN PARITY

- PARITY — You may also include an error-checking or "PARITY" bit. Or, if you choose not to include a PARITY bit, set your computer to 8-BIT NO PARITY.

Set your computer to FULL DUPLEX.

- DUPLEX — This is simply the ability to send and receive information simultaneously.

It's easy to find your telephone access number . . .

Take a look now at the list of CompuServe Network Telephone Access Numbers. (page 43). Simply select the number nearest you. (With some numbers, you may incur certain additional phone-company charges, depending upon your telephone service and whether your call is long-distance.)

Going Online

Now that you've found the correct telephone access number, you're ready to go online.

1. Dial the number you have selected. The phone will ring once or twice, then you'll hear a continuous, high-pitched tone. Dial again if you don't hear this tone.
2. Have your modem's instruction manual handy, and open to the section on making contact with another computer.
3. While holding down the CONTROL key, type "C." If there is no response (or if you do not have a CONTROL key), press your carriage return. *Note: see "Keyboard Equivalents" chart at the back of this IntroPak.*

4. At this point, the computer is providing you with "prompts" (requests for information). You may receive one of two prompts first: HOST NAME or USER ID. If you receive the USER ID prompt, go on to step 5. If you receive a HOST NAME prompt, just type "CIS" followed by a carriage return. Remember, from now on every time you answer a prompt, your answer must be followed by a carriage return.
5. Now you have the USER ID prompt. Open the sealed envelope in the center of this IntroPak. Inside, you'll find your sign-up User ID Number and password. Type in the User ID Number now (remember . . . it must be followed by a carriage return <CR>). For example:

USER ID: 70000,11 <CR>

(This is just a sample number — it will not work on CompuServe.)

6. Now you are prompted for your password. If you don't type the password exactly (including any special characters and spaces), you'll receive an error message. Then you'll be given another chance to type it. It's tricky at first, because your password does not appear on the screen as you type it. This is to protect you from accidentally disclosing your password to an onlooker. Remember to follow this entry — and every entry — with a carriage return. For example:

PASSWORD: BOAT*TOUCH <CR>

(CAUTION: do not use this sample password. See page 22)

Make it "official" . . .

Once you have gone online with your sign-up User ID Number and password, you will be asked to provide us with some subscription information, so we can assign you a permanent User ID number and password. Then you'll be an "official" CompuServe subscriber. You'll need to have the following information handy:

- Your IntroPak serial number (the number imprinted on the front of the insert in the center of this IntroPak)
- Your IntroPak agreement number (found inside the sealed envelope at the center of this IntroPak)

Even though you'll use your complimentary usage credit now to explore CompuServe, we'll need some additional information for future billing purposes. As a CompuServe subscriber, you have several billing alternatives available for your convenience. Following is a description of those alternatives, and the information you should have handy prior to selecting one of them online.

Charge Card Billing

With charge card billing, you have your CompuServe charges sent to your MasterCard®, VISA®, or American Express® charge card account, whichever you select. You tell us your charge card information, and we report the billing information to the bank. Each month, your charge card statement will list your CompuServe charges. You make your payment to your charge card account. (Note: Charge card numbers from foreign subscribers must be "international" cards.)

If you select Charge Card Billing, please have your card number (account number and interbank number) and expiration date handy.

CHECKFREE

If you have a billing address in the United States and a checking account with a United States bank, you can join thousands of subscribers who prefer to pay for their CompuServe charges through the CHECKFREE method.

The CHECKFREE computer network and the Federal Reserve System electronically link financial institutions. CompuServe and CHECKFREE allow you to make payment from your checking account electronically without writing a check.

You provide CompuServe with your checking account number and your bank's name, address and routing transit number during the online subscription process (See Figure 1). On the precise payment date, CHECKFREE asks the bank to pay CompuServe on your behalf. The bank makes your payment and afterward lists it on your checking account statement. Each month, prior to the CHECKFREE transfer, you receive a notice which lists current charges, payments, credits, adjustments and the amount of your transfer for that month.

There is a \$5.00 per month minimum charge for the CHECKFREE option. All connect time and other charges count toward the \$5.00 minimum. This minimum is waived for Executive Option subscribers.

MR & MRS JOHN DOE 182
123 ANY STREET
SOMETOWN, NJ 99999 19__ 25-2 440

PAY TO THE
ORDER OF _____ \$ _____
DOLLARS

THE COLUMBUS NATIONAL BANK
COLUMBUS, OHIO 43213

MEMO _____

044000024 123456789123 0182

Routing Transit Number Checking Account Number

Bank Name and Address

Figure 1

Business Account

In order to establish a Business Account, the authorized signer for a registered business must complete and sign a Business Account Application/Agreement form available by request from: CompuServe Information Service, Customer Service Ordering Dept., Box L-477, Columbus, Ohio 43260. The form may also be requested online (GO FEEDBACK), or by phone: 800-848-8199 (in Ohio call 614-457-0802). There is a one-time \$44.95 set-up fee for a Business Account's initial User ID and a \$19.95 charge for each additional User ID.

Upon credit approval, a Business Account User ID number and password will be mailed to the Company Administrator, along with a User's Guide. The business account billing option is available only for business addresses within the United States.

If you'd like to go online right now, you can use the credit card or CHECKFREE billing option and convert to a Business Account later by mailing the completed Business Account Application/Agreement along with your current CompuServe User ID number. There is a \$10.00 charge to convert to a Business Account.

Pssst . . . Here's your User ID number and password, but keep them to yourself!

The next thing you'll receive online is your permanent User ID number and password. The User ID number and password contained in this IntroPak and those you will receive online are HIGHLY CONFIDENTIAL. This insert should be opened only by the intended user, and its contents should be kept strictly private.

Securing your password . . .

Please keep your User ID number in a secure place, separate from your password. Change your password often, using two non-related words separated by a symbol, such as APPLE*BATTERY (don't use this one — make up your own). To learn how to change your password, type GO PASSWORD at any prompt where an exclamation point (!) appears.

NEVER give your password to anyone verbally or online. With any legitimate online inquiry, your password will not appear while being entered. If your password ever appears online in response to a prompt, change it.

"Customize" CompuServe to your equipment.

When you have finished entering your subscription information, you will be asked to logon for the first time using the User ID number and password you received online. When you logon this time, you'll receive a welcome message and a series of menus that will help customize the way you receive CompuServe information on your screen. They include . . .

- **Selection of your terminal type** — you'll be given a series of choices with technical-sounding names. Unless you know for sure what your terminal type is, just choose the menu item "TTY" (general purpose). TTY should work for any type of computer or terminal. (Consult the operating manual for your computer or terminal to determine specific terminal type.)
- **Number of lines per page** — Say "yes" when you are asked if you need help determining your screen size (a "yes" or "no" prompt), and you'll see a grid displayed on your screen that will enable you to read directly the number of lines your screen will display from top to bottom. Simply enter that number.
- **Number of characters per line** — If you requested help determining the size of your screen, you'll see a similar grid for line-length, from left to right. Enter the number indicated by the grid.

CompuServe

Sign-up Information

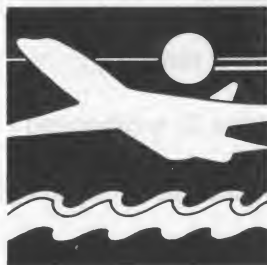


Welcome to CompuServe

This insert contains specific information you will need to complete your subscription process online.

Enclosed you will find:

- a CompuServe Information Service Sign-up ID Number
- a private password for signing up while online
- a Serial Number for authorizing sign-up, unique to this package
- an Agreement Number for securing your subscription data
- Service Agreement Terms for review prior to the subscription process
- a FREE Usage Credit to use when exploring the Service



Welcome to the CompuServe Information Service, where a world of worlds awaits!

Serial Number:

84E3E744
48E3E1B

Before You Begin

Before beginning the logon and sign-up process, CompuServe recommends that you review the information presented in this insert and all accompanying materials.

Note the specific information that you'll need to connect with the service, and information you'll need to complete the online subscription process — like the Serial and Agreement numbers and special billing data, are enclosed.

We also ask that you read the Agreement Terms page in this insert carefully, before completing your sign-up.

Taking Advantage Of This Free Offer

To obtain your permanent User ID number and password, which you'll need to obtain your FREE Usage Credit, follow the five steps outlined here and described in more complete detail in the accompanying materials:

- 1) Set up your computer, modem and software (if required) according to the guidelines provided
- 2) Logon to CompuServe using the Sign-up User ID number and password enclosed in this insert
- 3) Respond to the prompts you receive online that lead you through the subscription process
- 4) Record the permanent User ID number and password provided to you when completing your subscription (destroy the Sign-up User ID number and password)
- 5) Enter the CompuServe Information Service and explore our many offerings, using the FREE introductory Usage Credit that is in effect once you logon with your permanent User ID number and password

Securing Your Password

The numbers and password contained in this insert, and those you receive online, are **HIGHLY CONFIDENTIAL**. This insert should be opened only by the customer and its contents kept strictly private.

Please keep your User ID number in a secure place, separate from your password. Change your password often, using two non-related words separated by a symbol, such as APPLE*BATTERY.

NEVER give your password to anyone verbally or online. With any legitimate online inquiry for your password, the password will not appear on your monitor while being typed. If your password ever appears online in response to a prompt, change it.



Service Agreement Terms

You will be asked to agree to the CompuServe Information Service Terms during your online subscription process. Please read the following carefully before subscribing:

Service Terms

1. The CompuServe Information Service (the "Service") consists of the use of the computing services, software and databases so designated by CompuServe. These Terms and any Operating Rules published over the Service constitute the entire Agreement for the Service and supersede all prior and contemporaneous statements, communications and documents.
2. Upon notice published over the Service, CompuServe may modify these Terms, the Operating Rules, or the Service. Such modifications may include, without limitation, price changes, implementation of user priorities and discontinuance of parts of the Service. Upon at least six months' prior notice published over the Service, CompuServe may terminate the Service.
3. Customer's use of the Service is not transferable and is subject to any limits established for Customer's credit card or any limits established by CompuServe.
4. Customer is responsible for and must provide all telephone and other equipment necessary to access the Service.
5. The Service is provided on an "as-is, as-available" basis. NEITHER COMPUSERVE, ITS DISTRIBUTORS, NOR ITS SUPPLIERS MAKE ANY WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WITHOUT LIMITATION THOSE OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WITH RESPECT TO THE SERVICE. Customer is responsible for implementing sufficient procedures and checkpoints to satisfy his/her requirements for accuracy of data input and output and for maintaining a means external to the Service for reconstruction of any lost data.
6. Customer will not reproduce, sell, publish, or in any manner commercially exploit any information obtained through the Service or participate in or allow such reproduction, sale, publications or exploitation by any person.
7. The provisions of paragraphs 5 and 6 are for the benefit of CompuServe and its data suppliers; any such data supplier shall have the right to assert and/or to enforce such provisions directly on its own behalf.
8. In addition to connect time charges, monthly minimums, and purchases made through the Service, Customer will be responsible for payment of all premium program charges, transaction charges, and/or add-on connect time charges when the Customer utilizes such services that generate these charges, and for any surcharges incurred while using any supplemental networks other than CompuServe.
9. This Agreement will be performed in and governed by the laws of the State of Ohio. Any claims or causes of action related to the Service must be instituted within one year after the claim or cause of action has arisen or be barred.

Service Agreement

I agree to pay the CompuServe Information Service rates in effect for the billing period in which the services are purchased and billed. I agree to pay the validation charge in effect at the time this Agreement is accepted by CompuServe. I agree to the terms and conditions of the Billing Option which I have selected and as published over the Service. I shall maintain confidentiality of my password at all times and take responsibility for its security. I have read and fully understand the Terms of this Agreement and agree to be bound by them.

Finally, after you confirm your terminal information, you'll receive a brief summary of commands and other information which you'll find useful when exploring CompuServe. You may want to "capture" or "print-out" this information for future reference (consult the instructions that came with your communications software).

Now, here's the FUN part.

Welcome to CompuServe! You're on! From the top menu (Figure 2) you can begin exploring all the exciting worlds CompuServe has opened to you.



Figure 2

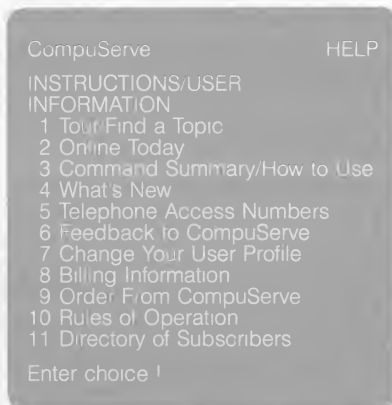


Figure 3

Use our "menus" to get started.

The menu approach to information selection and display is quite simple. Most CompuServe features are available through page-labeled menus. Menus provide a "trail" which leads to and from specific services. (Figure 3 shows the menu which would follow your selection of item number 1 in the Top Menu).

Advance to "GO" Commands.

Go commands let you bypass the normal menu structure and go straight to the area that interests you. You can use them at most prompts where an exclamation point (!) appears. Many specific GO commands are provided for you in various areas of the IntroPak. For a complete list type GO INDEX at any ! prompt.

Take a Guided Tour.

GO TOUR is a command you might want to try during your initial time online. This feature gives you a quick but thorough tour of the CompuServe Information Service. You can briefly scan the menus of the various areas as you travel, or linger if you like, to explore an area more fully.

Sooner or later, you'll want to LOGOFF.

When you're finally ready to logoff, just enter "BYE" or "OFF" at any ! prompt. When you see the "disconnect" message, simply hang up.

HANDLING PROBLEMS

The menus on the CompuServe Information Service usually show you exactly what you need to do. You are given a set of definite choices, and you are "prompted" for every action you need to take. Still, you may encounter an occasional problem at logon or online. Here are some of the most common, along with their explanations:

A busy signal — If you receive a busy signal from a telephone access number, hang up and try again 15-20 minutes later. This may happen during peak periods of usage in your area, but it should not last long. Your call can be received as soon as a line becomes available.

Nothing appears on the screen after entering a Control C — First, make sure that your modem is hooked up, and that all connections are secure. Make sure that your modem is turned on. Check all of your terminal settings (see "Setting Up" on page 19). If you are using a Commodore® computer, try pressing the Run Stop key instead of a Control C.

Garbled characters at Logon — Go back to the terminal settings in your communications software and make sure you have set them according to the guidelines under "Setting Up" (page 19). You may want to try both of the "parity" options. If a string of "p's" appears on your screen, your Duplex setting is probably on Half Duplex: change it to Full Duplex. If a string of "x's" appears, you may be using a 1200 Baud modem on a 300 baud access number: refer to the CompuServe Network Telephone Access Numbers listing in this IntroPak. A string of "x's" may also be caused by a "noisy" line — hang up and call again.

"System Temporarily Unavailable" appears after entering your User ID number — This message appears when CompuServe is performing maintenance and updating procedures on the computer system in order to make sure you continue to receive the quality service you expect. The system should be available again within about 20 minutes.

Sudden interruption of your connection — Remember, your computer is connected to your telephone line. So any problem that affects your phone connection may also affect your CompuServe connection, such as electrical storms, high winds, and downed wires. If you have "Call Waiting" service on your telephone, your communications may be interrupted or disconnected when you receive a call while you are online. If this occurs, dial again.

Other problems — If you are experiencing difficulties not covered above, but you are still able to logon and use the service, jot down the details and report them to CompuServe Customer Service online through Feedback (see Feedback page 25).

If you are unable to go online (after reviewing the common problems and their explanations listed above), call us at our toll-free number (see page 26 for number and hours).

COMPUSERVE CUSTOMER SUPPORT

You are not alone. CompuServe Customer Service Representatives are available to answer your questions any number of ways.*

Online, you'll find assistance 24 hours a day. There are answers ready and waiting at the **HELP** command and in our **Questions and Answers** service. For individual questions, ask CompuServe Customer Service Representatives to provide one-on-one assistance through **Feedback**.

Type HELP at any '!' prompt to receive the most rapid source of assistance anywhere on CompuServe. Commands and topics will be displayed for the specific area of the service that you are using. Simply select a topic or command, and additional instructions are provided immediately.

Type GO ANSWERS at any '!' prompt to obtain answers to general questions about the service. Select from a menu of topics to review specific answers provided by Customer Service Representatives on topics such as: Billing, Terminal Setting, Logon, Network Access Numbers, etc.

Type GO FEEDBACK at any '!' prompt to ask individual questions. A Customer Service Representative will answer you through electronic mail or with a telephone call. Connect time is free while you are in Feedback, and we encourage you to ask questions that will enhance your time online. So take your time. Be brief, but specific.

Offline, Customer Service Representatives are only a phone call away. For immediate problems, such as assistance logging on, you can reach Customer Service directly through a toll-free number.

Monday through Friday: 8 a.m. to midnight, EST

Saturday and Sunday: 2 p.m. to midnight, EST

Holidays: variable hours announced online prior to the holiday

***Note:** The *CompuServe Information Service Users Guide* is a hard-back, spiral-bound book providing instructions for using the service. Special subscription offers may not include a Users Guide. In this case, you will want to purchase one online as soon as possible. Simply type GO ORDER at any '!' prompt to request a Users Guide.

Customer Service representatives are available to answer questions that require special attention or specific research and which aren't covered in the Users Guide. For immediate assistance, such as logging on, you can reach Customer Service directly.

Customer Service representatives are available:

Monday through Friday 8 a.m. to midnight (Eastern time)

Saturday and Sunday 2 p.m. to midnight (Eastern time)

Holidays variable hours noted in advance online

Call toll-free **800-848-8990**. In Ohio call **614-457-8650**.

You can contact customer service via Online Feedback by entering GO FEEDBACK. You are not charged for your connect time while in Feedback (but you are charged for communications surcharges.)



Quick Words

The GO command is used with Quick Words as an alternative to making menu selections to move through the service. If you know the Quick Word of the service area you wish to access, just type GO (Quick Word) at any ! prompt. Jot down the Quick Word or page numbers of frequently-accessed products (located in the upper right-hand corner of most CompuServe screens) to speed your movement between areas of interest. Whenever possible, help yourself to this handy list of Quick Words.

Quick Word	Description
GO BILLING	Review your monthly bill, change billing option or address
GO COMMAND	Retrieve a summary of navigational and control character commands
GO DIRECTORY	Access a directory of user addresses and interests
GO FEEDBACK	Send electronic mail directly to the Customer Service staff
GO FORUMS	Consult a list of personal computing, professional, and hobbyist user groups
GO HELP	Return to the Information Service "Help & Instructions" menu
GO INDEX	Select specific products of interest from an alphabetic subject index
GO LOGON	Review logon procedures for the Information Service and find the nearest CompuServe Network Telephone Access Number
GO NODES	Gives node coeds and their location
GO ORDER	Shop for guides, manuals, software and other products
GO PASSWORD	Find out how to change your password or get a new one
GO PERSONAL	Enter a personal file area maintained for you online
GO PHONES	Browse available CompuServe Network and supplemental network access numbers
GO PROFILE	Choose display options, set logon actions, create menus
GO QUICK	Use this quick-reference word list to find areas of interest
GO RATES	Check the current rates for transaction and premium program charges
GO TOUR	Learn about important and popular areas of the service
GO VIDTEX	Read about CompuServe's communications software product: VIDTEX

The FIND Command

The FIND command is a handy tool for locating an area of interest by topic or product name. The command searches a list of Quick Words for the word or part of the word you specify. Type FIND (word) at any ! prompt and the system will return a list of any matches from the list of Quick Words. Jot down key Quick Words and use them with the GO command to access product areas directly. They're easy to remember and will move you quickly to areas of interest.

USER GUIDES AND VIDTEX™ COMMUNICATIONS SOFTWARE

You will get more out of every online minute with these materials developed by CompuServe to save subscribers time and money.

CompuServe Information Service Users Guide

Refer to over 275 pages of essential information about leading products throughout the CompuServe Information Service. Including the location, operation and features of top services; quick reference word lists; compatibility requirements for various hardware and software; and much more. Spiral-bound for convenient hands-free reference, this hardback book is the definitive source for subscriber self-help. Make it a first investment toward more productive use of the service. To order online, type GO ORDER.

Comes complete with:

- **A poster-sized Service Configuration Diagram** — a handy guide to the menus of key screens
- **A Forum and an EasyPlex Users Guide** (bound into the Information Service Users Guide)
- **An alphabetized Quick Reference Word Summary**
- **Convenient Reference Cards** for various areas within the service including:

TravelShopper
OAG

Comp-u-store
Bulletin Boards
Citizens Band Simulator
Filge Line Editor
EasyPlex

Public Access File Exchange
MicroQuote
Navigational Commands
Forums
Control Characters
Weather



VIDTEX™ Enhanced Terminal Communications Software

No one links you to CompuServe like CompuServe. Whether you have an Apple®, an Atari®, a Commodore® or an IBM® . . . you'll get the best link-up with genuine CompuServe communications software. Only CompuServe gives you all of these features in a complete communications software package:

- **"Instant" FREE software updates online** — many revisions to CompuServe VIDTEX are offered at no extra charge (your usual connect-time is your only expense). CompuServe online at no extra charge (your usual connect-time is your only expense).
- **Error-free uploading and downloading on CompuServe** — You'll use an information-transfer method called "B" Protocol. CompuServe invented it exclusively for use with online information services. It remains the single most accurate method of exchanging data short of mailing it on disk (but it's light years faster).
- **High-resolution graphics** — you'll receive radar weather maps, the FBI's Ten-Most-Wanted List, digitized photos, financial charts . . . and other detailed graphic images like these from CompuServe or any online information with RLE (Run-Length Encoded) graphics.
- automatic logon and menu navigation files
- programmable function keys
- full printer support (including "print screen")
- capture buffer
- adjustable communication settings
- cursor positioning
- support of Hayes-compatible modems

Professional Connection™ Enhanced Terminal Communications Software

No one links your IBM PC, XT or PCjr or Tandy 1000 to CompuServe like CompuServe. The Professional Connection includes all the features of VIDTEX, plus:

- high resolution COLOR graphics
- user-defined phone directory
- user-defined dialogues with the Remote Job Script Command Language
- powerful command language
- programmable function keys

Purchase VIDTEX or Professional Connection software at retail computer stores, online (GO ORDER).

INFORMATION SERVICE RATES

Effective June 1, 1986

Connect Rates (per connect hour)

	Prime/Daytime	Standard/Evening
Up to 300 baud: (U.S. and Canada)	\$12.50/hr.	\$ 6.00/hr.
450 baud *	\$13.25/hr.	\$ 7.25/hr.
1200 baud: (U.S. and Canada)	\$15.00/hr.	\$12.50/hr.
2400 baud *	\$22.50/hr.	\$19.00/hr.
4800 baud **	\$32.50/hr.	\$29.00/hr.
9600 baud **	\$47.50/hr.	\$44.00/hr.

Connect time is billed in one minute increments, with a minimum of one minute per session. Connect time rates do not include communication surcharges.

* Not available from all locations

** Requires hardwired network connection and is not available from all locations

Communications Surcharges (per connect hour)

	Prime/Daytime	Standard/Evening
CompuServe Network	\$.25/hr.	\$.25/hr.
Telenet®:		
from contiguous U.S.	\$10.00/hr.	\$ 2.00/hr.
from Alaska	\$15.00/hr.	\$15.00/hr.
from Hawaii	\$14.00/hr.	\$14.00/hr.
from Puerto Rico	\$11.00/hr.	\$11.00/hr.
TYMNET®:		
from contiguous U.S.	\$10.00/hr.	\$ 2.00/hr.
from Alaska (via ALASKA/NET)	\$10.00/hr.	\$ 5.50/hr.
from Hawaii	\$12.00/hr.	\$12.00/hr.
from Hawaii, via Western Union	\$14.00/hr.	\$14.00/hr.
from Puerto Rico	\$11.00/hr.	\$11.00/hr.
from Canada	\$ 9.00/hr.	\$ 9.00/hr.
DataPac® (from Canada only):		
through TYMNET gateway	\$ 9.00/hr.	\$ 9.00/hr.
through Telenet gateway	\$10.50/hr.	\$10.50/hr.
through CompuServe gateway	\$ 8.75/hr.	\$ 8.75/hr.
ConnNet (from Connecticut only)	\$ 6.00/hr.	\$ 2.00/hr.

Communications surcharges apply when the respective communications network is used for connection. Each location has the option of dialing through the above communications networks. All rates EXCLUDE long distance and other telephone company charges (e.g., message units).

Monthly Minimums

The only monthly minimums for use of the CompuServe Information Service are:

Executive Option minimum	\$10.00/month
CHECKFREE Billing Option minimum (not applicable for Executive Option Subscribers)	\$ 5.00/month

Online Disk Storage Charges

First 128,000 characters (Files are stored 30 days from last access)	no additional charge
First 192,000 characters for Executive Option subscribers only	no additional charge
(Files are stored 6 months from last access)	
Additional 64,000 characters (Additional storage is optional)	\$ 4.00/week

Administrative Charges

Executive Option Upgrade	\$10.00
Billing Detail (upon request)	\$ 3.50/report
Account reactivation, Returned check,	
Returned CHECKFREE payment request (from your bank due to non-sufficient funds)	\$10.00 each
New Password Request	\$ 1.50/request
Foreign Subscriber (monthly service fee for subscribers with a foreign billing address)	\$10.00/month
Set-up charge for a Business Account's initial User ID number	\$44.95
Each additional User ID number set-up	\$19.95
Conversion to Business Account billing from other billing options (per User ID number)	\$10.00

Subscribers are responsible for and will be charged for any overdue account collection expense, including, but not limited to, agent fees, attorney fees, court costs and other associated expenses.

Hours Of Operation (determined by local time at location of network connection)

Prime/Daytime Service	8 a.m. to 6 p.m. weekdays.
Standard/Evening Service	6 p.m. to 5 a.m. weekdays, all day Saturdays, Sundays and announced CompuServe holidays.

Service between 5 a.m. and 8 a.m. is on an as-available basis and billed at the Standard/Evening Service connect rates.

TRANSACTION/PREMIUM PROGRAM RATES

The following charges apply when the respective program/database is accessed and/or data is retrieved.

Stock Market ^{1,2}

Quotes ⁶

during market hours (can be downloaded)	\$.07/issue
most recent close (can be downloaded)	\$.02/issue
historical quotes (can be downloaded)	\$.05/issue
commodities	\$.05/contract

MicroQuote™

dividends and splits (can be downloaded)	\$.15/dividend displayed
detailed issue examination	\$ 1.25/issue
issue price movement statistics	\$ 1.25/issue
portfolio evaluation	\$ 1.00 evaluation + \$.05/issue
return analysis ^③	\$.50 report + \$.05/issue
stock market highlights (for previous day)	\$.10 to .50 per report
bonds listing	\$.05/bond
CUSIP ticker symbol lookup	\$.25/lookup
Options profile	\$ 1.25/report

Screening ^④

Securities Screening	\$ 5.00/screen + \$.25/issue displayed
Disclosure Company Screen	\$ 5.00 screen + \$.50/company displayed

Color charting

VIDTEX compatible graphics	\$ 1.00 per chart
----------------------------------	-------------------

Online Brokerage Services

Quick Way® ²

by subscription only	\$49.00/sign up fee
	\$50.00/per year
during Prime/Standard hours	\$11.50/\$2.50 per hour surcharge

Tickerscreen®:

\$.02/issue

Investment Support ²

Ticker Retrieval: ^④ ^{1,5}

during Prime/Standard hours	\$.07/\$.02 per issue
-----------------------------------	------------------------

Value Line Data Base II: ¹

income statement or balance sheet	\$.40/year displayed
sources/uses of funds or key ratios	\$.40/year displayed
quarterly reports or forecasts	\$ 1.60/report

Disclosure II: ^④ ¹

full company record (includes next 7 reports)	\$10.00
company name and address, SEC filings	
exhibits, other corporate events	\$ 2.30
company profile, officers and directors, ownership and	
subsidiary summary, management discussion	\$ 4.70
full financial information (includes next 5 reports)	\$ 6.00
balance sheet — 2 years, ratio report	\$ 4.70
annual income statement — 3 years	\$ 4.70
business segment data, 5-year summary	\$ 2.30

Home Banking

Online Banking services are available in several cities and vary among participating banks. Some banks charge monthly fees, while others offer reduced connect time charges. Each bank provides details on their services and charges in the online introduction.

Disclosure/Spectrum:

full ownership detail (includes next 4 reports)	\$34.00
institutional owners, five percent owners,	
ownership by insiders	\$13.00
brief ownership summary	\$ 4.00

Standard & Poor's Summary Reports: ¹ per company

\$.25/summary

Institutional Broker's Estimate System — I/B/E/S: ^④

brief report	\$.50/company
expanded report	\$ 2.00/company

Decision Support

Neighborhood Report	\$ 10.00/zip code ⁷
---------------------------	--------------------------------

Each SuperSite™ report is surcharged as follows: ^④

Demographic Reports: 1980 Housing, 1980 Hispanic, 1980	
Education, 1980 Energy, 1980 Employment, 1980 Income,	
1970 Profile, 1980 Summary, Summary Forecast	\$ 25.00/report ⁷
Demographic Reports: Demographic Forecast,	
Income Forecast, 1980 Profile, 1970-80 Comparison,	
Combined Demographic & Income Forecast	\$ 50.00/report ⁷

Sales Potential Reports for: Appliance Store, Consumer Finance, Dry Cleaner, Hair Salon, Ice Cream Store, Optical Center, Photo Outlet, Retail Bakery, Savings & Loan	\$ 50.00/report ⁷
Sales Potential Reports for: Apparel Store, Automotive Aftermarket, Commercial Bank, Department Store, Drug Store, Footwear Store, Grocery Store, Home Improvement, Restaurant, Shopping Center	\$ 75.00/report ⁷
ACORN Target Marketing Reports: Population Profile, Household Profile, Investment Services, Financial Services, Convenience Store, MRI Shopping Center, MRI Restaurants	\$100.00/report ⁷

Travel/Aviation

TRAVELSHOPPER

during Prime/Standard hours	\$ 6.00/\$3.00 connect hour surcharge ²
-----------------------------------	--

Official Airline Guide (OAG)

during Prime/Standard hours	\$32.00/\$21.00 connect hour surcharge ²
-----------------------------------	---

Aviation Weather Information

all reports	\$.25/entry into this selection ³
VIDTEX Radar Weather Maps	\$.50/map

Flight Planning

flight plan	\$.009/nautical mile (\$5.00 maximum) + \$ 1.00 minimum (an additional \$.50 is charged for each plan using registered data)
enroute weather briefing	\$.004/nautical mile (\$2.00 maximum)
Radar map	\$.50/map
Abbreviated local summary	\$.25/ID

AOPA Forum	\$ 1.00/connect hour surcharge ²
------------------	---

Education/Reference

Grolier's Academic American

Encyclopedia, Electronic Edition (by subscription)	\$ 7.50/1 month subscription
	\$29.95/6 month subscription
	\$49.95/1 year subscription

IQuest^{7,8}

search	\$ 7.00
database search surcharges	\$ 4.00 to 8.00
abstract	\$ 2.00
no hit charge (first no hit)	free
no hit charge (after first)	\$ 1.00
hard copy delivery	\$12.00
hard copy express service delivery	\$28.00

EdVENT II	\$15.00/connect hour surcharges ²
-----------------	--

Peterson's College Guides

during Prime/Standard hours	\$14.00/\$ 7.00 connect hour surcharges ²
-----------------------------------	--

Educational Travel Connection

Newsletter by subscription	\$ 3.00/1 month subscription
	\$15.00/6 month subscription
	\$25.00/1 year subscription

Reference/Computers

Microsearch	\$10.00/connect hour surcharges ²
-------------------	--

AutoNet

car comparison	\$ 1.00/comparison
pricing	\$.50/pricing

EPIE Educational Software Database (TESS)

by subscription	\$49.95/1 year subscription
-----------------------	-----------------------------

Electronic Mail

EasyPlex™

receipt requested feature	no additional charge
multiple send feature	\$.25/request
send EasyPlex to InfoPlex	\$.10/2nd-10th recipient
send EasyPlex to InfoPlex	\$.40/600 characters sent
EasyPlex linkup with MCI Mail	\$.45/message (501 char.
	\$ 1.00/message 501-7,500 char.
	\$ 1.00/each additional 7,500 char.
	\$.25/Color Mail sent + EasyPlex multiple send charge if applicable

Hallmark Color Mail™

News, Economic and Financial Analysis

Executive News Service®

during Prime/Standard hours \$15.00/\$12.50 connect hour surcharge ³

Money Market Services

daily Comment reports \$ 2.00/report ²
weekly Fedwatch reports \$ 5.00/report ²
current market briefings \$ 3.00/report ²
"Ask Mr. Fed" Forum \$.50/entry into this selection ³

Agri-Commodities: ®

during Prime/Standard hours \$20.00/\$15.00 connect hour surcharge ²

News-A-Tron Market Reports:

Commodity Market reports \$ 1.25/entry into this selection ³
Stock indices analysis & news report \$ 1.25/entry into this selection ³

Games and Entertainment

You Guessed It (YGI)
 contestant in studio \$ 3.00/connect hour surcharge ²
Hollywood Hotline \$ 6.00/connect hour surcharge ²

Medical

Paperchase \$24.00/connect hour surcharge ²

¹ The surcharge is waived for retrieving H&R Block data (ticker symbol = HRB) through this area. You are encouraged to use the HRB ticker symbol to try this area. Note that you are billed for connect time charges and communications surcharges.

² In addition to this surcharge, you are billed for connect time charges plus communications surcharges.

³ Entry charge entitles you to read as many reports as desired once you have entered and before you exit from this online selection. In addition to the entry charge, you are billed for connect time plus communications surcharges.

⁴ This charge is in lieu of standard and prime connect charges. You are billed for communications surcharges if using a supplemental network.

⁵ Ticker Retrieval presents a menu of available information for the company you request. You are billed for information retrieved from this menu at the same rate as if you had retrieved the information otherwise.

⁶ Executive Option subscribers receive a 25% discount (on a per run basis) for all surcharges following the first dollar of surcharges incurred when using selected quote programs, including: PRICES, QQUOTE, QUOTES, MQINT, and DATA.

⁷ The surcharge for each report is also displayed on all sample report and actual report menus. In addition, you will be given the cost of your requested reports before they are run to give you the opportunity to abort the run before incurring any surcharge.

⁸ IQuest carries transaction charges in addition to base CompuServe connect rates. A running total of all transaction charges is shown on each menu. Note that connect charges for your IQuest session are NOT INCLUDED in the session total. Each group of 10 titles (bibliographic databases) or 15 titles (full text databases) is regarded as a search. A request for an additional set of titles after your first search is charged as a second search. The display of one full text record is included in the cost of a full text search. A display of an additional full text record in a group of 15 is counted as another search. The additional surcharge for some databases is applied to ALL searches in that database. Surcharged databases are clearly indicated online prior to searching.

Apple is a registered trademark of Apple Computer, Inc.

Atari is a registered trademark of Atari Corp.

Commodore is a registered trademark of Commodore Electronics LTD.

DataPac is a registered trademark of Bell of Canada.

FOI:Newline is a trademark of FOI Services, Inc.

IBM is a registered trademark of International Business Machines Corporation.

IBM PC, IBM XT and IBM PCjr are trademarks of International Business Machines.

Institutional Brokers' Estimate System (I/B/E/S) is a product of Lynch, Jones & Ryan.

Macintosh is a trademark of McIntosh Laboratories, Inc.

MasterCard is a registered trademark of MasterCard International.

SuperSite is a trademark of C.A.C.I. Inc.

Tandy, Radio Shack and TRS-80 are registered trademarks of Tandy Corporation.

Telenet is a registered trademark of GTE Telenet.

Tickerscreen is a registered trademark of Max Ule & Co.

Travelshopper is a service of Trans World Airlines.

TravelVision is a servicemark of General Drafting Co., Inc.

TYMNET is a registered trademark of TYMNET Incorporated.

Value Line Data Base II is a product of ValueLine Incorporated.

VISA is a registered trademark of VISA.

NAVIGATIONAL COMMAND SUMMARY

Most CompuServe features are available through page-referenced menus. Menus provide a "trail" that leads to and from specific services. The only "driver training" you'll need before online exploring is summarized in the **Navigational Command Summary** below. These commands allow you to move around in the menus, access services, get help, display information in a particular format and logoff. Each command must be followed by pressing the ENTER key. The GO command is a shortcut through the menus. Use it with Quick Reference Words to select a direct path to individual menu destinations.

Command	Abbrev.	Explanation
BACK	B	Backs up to display information on previous page.
BYE	BYE	Disconnects you from CompuServe. (CompuServe highly recommends use of the BYE or OFF command to disconnect. Simply hanging up the telephone may not be detected by CompuServe until minutes later and you are billed for this time until the disconnect is detected.)
EXIT	EXIT	Returns user to the previous system menu.
FORWARD	F	Displays information one page forward. (Simply pressing the CR key while displaying pages of information will also cause the next page to be displayed.)
GO xxx	G xxx	Goes directly to a specific page, where xxx is the page code of the desired area. The page code can be followed by a specific number if desired.
HELP	H	Displays helpful information, service commands and/or instructions.
MENU	M	Displays the previous menu.
NEXT	N	While in an area selected from a menu, N selects and displays the next item from that menu without actually displaying the menu again.
OFF	OFF	Disconnects you from CompuServe. (CompuServe highly recommends use of the BYE or OFF command to disconnect. Simply hanging up the telephone may not be detected by CompuServe until minutes later and you are billed for this time until the disconnect is detected.)
PREVIOUS	P	While in a service area selected from a menu, P selects the previous item from that menu and displays that area's first page without actually displaying the menu again.
RESEND	R	Causes the current page to be resent and displayed.
SCROLL	S	Causes the remaining pages of the service information to scroll without stopping at the end of each page. The display scrolls at the terminal width you have set.
SCROLL n	S n	Upon entering the selection number from the menu along with the scroll command, the information begins scrolling from the beginning (n # menu selection number).
TOP	T	Takes you to and displays the top level of menu hierarchy.

CONTROL CHARACTER COMMAND SUMMARY

This **Control Character Summary** includes commands that manage the display of information on your screen. They are entered by pressing two keys. For example, to enter a **Control C** command, you must press the Control key and hold it down while simultaneously pressing the C key (much like the Shift Key works when you capitalize a letter). The Control key has no independent action and can be held prior to pressing the letter key or after pressing the letter key without any problems. Refer to the Keyboard Equivalency Chart on the inside back cover of this IntroPak if you are unsure of the control characters on your keyboard.

Command	Function	Explanation
Control A	Stops display	As information is being displayed, entry of a Control A display command causes the current line to finish, however, the remainder of the information from that point on is temporarily stopped. You may resume the display line-by-line by entering a Control A command again and again, or resume normal display by entering the Control Q command.
Control Q	resumes display	Resumes displaying after a Control A command is entered.
Control C	ends display	As information is being displayed, entry of a Control C command stops the display (and does not allow you to resume the display of the service you are in).
Control H	backs up cursor	Entry of one Control H command causes the cursor to backspace over the last character typed in, deleting that character. Note that even though the character may not disappear from your screen as you backspace over it, it is not recognized by CompuServe when the line is completed and the CR key is pressed. Use of the Control H command allows you to correct your typing errors.
Control O	ends display	Stops information being displayed — output cannot be resumed. Use of a Control O discontinues display of information no longer desired and returns you to the menu. It sometimes is necessary to press the CR key after the use of a Control O command to reach the menu.
Control U	discontinues line	Discontinues a line you are typing.
Control V	redisplays line	Redisplays a partial line when you enter this in the middle of typing that line. You then can continue typing that same line after it is redisplayed.

FORUM COMMAND INTRODUCTION

CompuServe Forums enhance communications between individuals with similar interests. Forums offer messaging, bulletins, "real time" conferencing, and information storage and retrieval. The **Messaging** feature allows you to electronically store or leave messages for other Forum members. You can also read messages left by other members. The **Conference** mode is for interactive discussions with other members currently in the Forum. Information storage and retrieval is available in a **Data Library** area. And **Bulletins** may be posted by the Forum administrator concerning Forum information and events. Still more worlds await you in these dynamic and valuable online information sources.

Command	Function	Explanation
L	Leave a Message	<p>Enter text one line at a time and press the carriage return key to submit the line. (If you are using the EDIT editor, type /ex to receive the Options: prompt. If you using the line numbered editor—SED, enter a blank line to receive the prompt.) There will be subsequent prompts for TO:, SUBJECT: etc.</p> <p>Options: S stores message. A aborts message.</p>
R	Read	<p>RF reads messages in forward order (from old to new). RR reads messages in reverse order (from new to old). QS scan message headers with criteria you specify. RR reads replies to the message just read if any exist.</p>
CO	Conference Mode	<p>Conferencing is a "real time" mode of communication. Each sub-topic within a Forum has two "channels" or "rooms" for conference discussions. When you request CO, the system identifies the channels/rooms in use and the number of active users there. All options in CO are prefaced with a slash "/". /HELP lists and explains all CO options.</p>
DL	Data Library	<p>BRO browses through file headers which contain a description of the file, keywords, User ID of the submitter, number of accesses and date of submission. You are prompted for search criteria for browsing by fileage or keywords.</p> <p>Options (following BRO) R reads a browsed file for offline reference. D downloads a browsed file for offline reference. T returns to the top of the Data Library Menu.</p> <p>DIR provides a directory listing of all files in the particular Data Library.</p>
B	Bulletins	<p>Bulletins are posted by the Forum Adminstator and contain information about the Forum in general and about specific sub-topics, membership, scheduled conferences, etc.</p>
V	Member Directory	<p>The Member Directory contains information about users of the Forum based on information they've provided.</p>
H	Help	<p>Displays the "help" files available online.</p>

INFORMATION SERVICE HIGHLIGHTS

The following listing highlights products from the CompuServe Information Service and provides the commands to reach them online. The entire Subject Index is updated continually and appears online — type **GO INDEX** at any prompt.

COMMUNICATION

CB Simulator (Computer Conferencing)	GO CB
CB Society	GO CUP
Directory of Information Service Subscribers	GO DIRECTORY
EasyPlex Electronic Mail	GO EASY
Hallmark Color Mail	GO COLORMAIL
National Bulletin Board	GO BULLETIN

Communication-Related Forums

CB Interest Group	GO CBIG
Color Mail Exchange Forum	GO HALLMARK
Telecommunications Forum	GO TELECOM

COMPUTING AND TECHNOLOGY

Personal File Area	GO PER
VIDTEX™ Communication Software	GO VIDTEX

Computing Magazines/Newsletters

Antic Online	GO ANTIC
Apples Online	GO AOL
Computer Language	GO CLM
Digital Research Inc.	GO DRI
Dr. Dobb's Journal	GO DDJ
Family Computing	GO FAM
Microsearch™ — Hardware/Software Reviews, Manufacturer Directory	GO MSH
Online Today	GO OLT
Software Publishing Online	GO SPC

Personal Computing Forums — Hardware

Amiga Forum	GO AMIGAForum
Apple Users Group	GO MAUG
Apple II and III User Group — MAUG™	GO APPTWO
Apple User Groups Forum	GO APPUG
Macintosh Users Forum — MAUG™	GO MACUS
Macintosh Developers Group — MAUG™	GO MACDEV
Atari User Group (SIG*Atari)	GO SIGATARI
Atari 8-Bit Forum	GO ATARI8
Atari 16-Bit Forum	GO ATARI16
Atari Developers Forum	GO ATARIDEV
Commodore Users Network	GO CBMNET
Commodore Arts and Games Forum	GO CBMART
Commodore Communications Forum	GO CBMCOM
Commodore Customer Service Forum	GO CBM2000
Commodore Programming Forum	GO CBMPRG
Computer Club Forum	GO CLUB
Digital Equipment Corp. PC Forum	GO DECPC
Digital Equipment Corp. VAX Forum	GO VAXSIG
Digital Equipment Corp. PDP-11 Forum	GO PDP11
Epson Forum	GO EPSON
Heath User Group	GO HEATHUSERS
Hewlett-Packard Series 100 User Group	GO HP
IBM Users Network	GO IBMNET
IBM Communications Forum	GO IBMCOM
IBM Hardware Forum	GO IBMHW
IBM Junior Forum	GO IBMJR
IBM New Users Forum	GO IBMNEW
IBM Software Forum	GO IBMSW
Kaypro User Group	GO KAYPRO
Orch-90 Computer Music	GO ORCH90
OS9 Operating System Forum	GO OS9
Tandy Users Network	GO TANDYNET
TRS-80 Color Computer User Group	GO COCO
TRS-80 Professional User Group	GO TRS80PRO
TRS-80 Model 100 SIG	GO M100SIG
Texas Instruments Forum	GO TIFORUM

Personal Computing Forums — Software/Languages

Ashton-Tate Forum	GO ASHTON
Autodesk Forum	GO ADESK
Borland International Forum	GO BORLAND
Computer Art SIG	GO ARTSIG
Computer Club Forum	GO CLUB
Computer Language Magazine	GO CLM
CP/M User Group	GO CPMSIG
Digital Research Forum	GO DRFORUM
Forth Forum	GO FORTH
LOGO Forum	GO LOGOFORUM
LOTUS Forum	GO LOTUS
1-2-3 Software Forum	GO LOTUS123
Jazz Software Forum	GO LOTUSJAZZ
Symphony Software Forum	GO SYMPHONY
LDOS/TRSDOS 6 Forum	GO LDOS
MicroPro Users Forum	GO MICROPRO
Microsoft Forum	GO MSOFT
Pascal Forum	GO MUSUS
Programmers Forum	GO PROGSIG
Software Publishing Forum	GO SPCFORUM
Whole Earth Software Forum	GO WHOLEEARTH

CONSUMER REFERENCE RESOURCES

Directory of Public Officials	GO DPO
U.S. Government Publications	GO GPO
Information USA	GO IUS
IQuest™ — Over 700 Reference Databases	GO IQUEST
Microsearch™ Hardware/Software Reviews	GO MSH
SuperSite Demographic Information	GO SUPERSITE

EDUCATION

Academic American Encyclopedia	GO ENCYCLOPEDIA
The College Board	GO TCB
Educational Products Information Exchange (EPIE)	GO EPIE
EdVENT II — Seminar Schedules	GO EDV
Handicapped Users Database	GO HUD
Peterson's College Guides	GO PCG
The Multiple Choice	GO TMC
Touch-Type Tutor	GO TMC
The Whiz Quiz	GO WHIZ

Education Forums

Assoc. for the Dev't of Computer-based Instructional Systems Forum	GO ADCIS
Disabilities Forum	GO DISABILITIES
Educational Products Information Exchange Forum	GO EPIEFORUM
Educational Research Forum	GO EDRESEARCH
Educators Forum	GO EDFORUM
Foreign Language Education Forum	GO FLEFO
LOGO Forum	GO LOGOFORUM
Science and Math Education Forum	GO SCIENCE
Students Forum	GO STUFO
Space Forum	GO SPACEFORUM

ENTERTAINMENT AND GAMES**Entertainment**

Hollywood Hotline	GO HHL
Movie Reviewettes	GO MOVIES
RockNet	GO ROCK
Soap Opera Summaries	GO SOS

Games

Adventure Games	GO ADVENT
Astrological Charter	GO ASTROLOGY
Biorhythm Charting	GO BIORHYTHM
Casino Blackjack	GO BLACKJACK
Trivia/Thought Games	GO GAMES
Space Games	GO GAMES

Sports Games	GO SPORTS
War Games/Simulations	GO GAMES

Entertainment/Games Forums

The Electronic Gamer	GO TEG
Music Forum	GO MUSICFORUM
The Gamer's Forum	GO GAMERS
The Multi-Player Games Forum	GO MPGAMES
RockNet Forum	GO ROCKFORUM

GENERAL INTEREST FORUMS

Aquarium & Tropical Fish	GO FISHNET
Comic Book Forum	GO COMIC
Consumer Electronics	GO CEFORUM
Disabilities Forum	GO HANDICAPPED
Family Computing Forum	GO FAM
Food/Wine Forums	GO FOOD
Good Earth Forum	GO GOODEARTH
Ham Radio Forum	GO HAM
Human Sexuality	GO HSX
Literary Forum	GO LITFORUM
Music Forum	GO MUSICFORUM
Model Aviation Forum	GO MODELNET
National Issues and People Forum	GO ISSUES
Online Computer Connection	GO RADIO
Religion	GO RELIGION
Science Fiction	GO SCI-FI
Space Forum	GO SPACEFORUM
WITSIG	GO WITSIG
Work From Home	GO WORK

GO FORUMS

HOME, HEALTH & FAMILY

Calculate Net Worth	GO FINANCE
Checkbook Balancer	GO CHECKBOOK
HealthNet	GO HNT
Home Management	GO HOME
Human Sexuality	GO HSX
Insurance Information — Independent Insurance Agents of America	GO INSURANCE
Internal Revenue Services	GO IRS
Loan Amortization	GO FINANCE
Naked Eye Astronomy	GO NIA
The National Satirist	GO KCS
Personality Profile	GO TMC
Social Security Administration	GO SSA

GO HOME

HOME-BANKING SERVICES

Huntington National Bank, Columbus, Ohio	GO HNB
NCNB National Bank, Charlotte, N.C.	GO NCB
PSFS, Philadelphia	GO PSFS
Shawmut Bank, Boston	GO SHW
Southeast Bank, Miami, Florida	GO SEB
United American Bank, Memphis	GO UAB

GO BANK

MONEY MATTERS AND MARKETS

American Express [®] ADVANCE Card Services	GO AMX
Banking Services	GO BANK
Bond Prices, Volumes and Interest Payments Since 1973	GO BONDS
Brokerage Services	GO BROKER
Charts to Analyze Securities Performance	GO TREND
Commodity Market Price, News & Analysis	GO COMMODITIES
Company Information and Analysis from Standard & Poor's	GO S&P
Company Ownership Information from Disclosure [™] /Spectrum	GO DISCLOSURE
Downloading Interfaces for Pricing Data	GO MQINT
Downloading Interfaces for Company Data	GO IQINT
Earnings Estimates & Sales Projections from Value Line [™]	GO EARNINGS
Earnings & Growth Estimates from the I/B/E/S [®]	GO IBES
Economic Outlooks from Money Market Services	GO MMS
Financial Futures Price and Volume Information Since 1979	GO COMMODITIES

GO MONEY

Financial Statements from Value Line	GO VLINE
Financial Statements from Disclosure II®	GO DISCLOSURE
Foreign Currency Exchange Rates Since 1973	GO QUOTES
Industry Trade Journals	GO IQUEST
Interest Rate Outlooks from Money Market Services	GO MMS
Market & Industry Indexes Since 1973	GO QUOTES
MicroQuote II Program Prompt	GO MQQUOTE
Mutual Fund Services from Liquid Green	GO FINANCE
Mutual Fund Distributions	GO DIVIDENDS
Mutual Fund Descriptions from the No Load Mutual Fund Assoc.	GO NOLOAD
Mutual Funds Net Asset Values & Offered Prices Since 1973	GO QUOTES
Options Prices & Volumes for Recent Contracts	GO OPRICE
Portfolio Valuation	GO PORT
Return Analysis	GO RETURN
Screening on Investment Criteria®	GO SCREEN
Securities Symbol Lookup	GO SYMBOLS
Stock Prices & Volumes Since 1973	GO SECURITIES
Stock Quotes for the Current Day (Delayed 20 Minutes)	GO QQUOTE
Stock Splits & Dividends	GO DIVIDENDS
Stock Market Highlights for the Previous Day	GO MARKET
Spreadsheet Interfaces for Securities Data	GO INTERFACES
Tax Information from the Internal Revenue Service	GO IRS
Tax & Benefit Information from the Social Security Admin.	GO SSA
U.S. Dollar Outlooks from Money Market Services	GO MMS

Brokerage Services

Max Ule & Co. (Brokerage Services through Tickerscreen)	GO TKR
Quick & Reilly (Brokerage Services through Quick Way)	GO QWK
Unified Management (Mutual Fund Services from Liquid Green)	GO UMC

GO BROKER

Financial and Investment Forums

Ashton-Tate Support Library	GO ASHTON
Ask Mr. Fed Forum	GO ASKFED
Financial and Investment Forums	GO FINFORUM
Investors	GO INVFORUM
Questions & Answers on the Economy from Money Market Services	GO MMS
World of LOTUS (LOTUS 1-2-3, Symphony, Jazz)	GO LOTUS

GO FINFORUM

NEWS, WEATHER, SPORTS

AP Sports Wire	GO SPORTS
AP Videotex Wire	GO APV
The Business Wire	GO TBW
Executive News Service®	GO ENS
Computer Sports World	GO CSW
Hollywood Hotline	GO HOLLYWOOD
IQuest™ — Over 700 Reference Databases	GO IQUEST
OMNI On-line	GO OMNI
ONLINE TODAY Electronic Edition	GO ONLINE
Sports News	GO SPORTS
Weather Reports, Forecasts, Maps	GO WEATHER

GO NEWS

News and Sports Forums

Auto Racing Forum	GO RACING
Journalism Forum	GO JFORUM
National Issues and People Forum	GO ISSUES
OMNI Forum	GO OMNI
Online Computer Report	GO RADIO
Outdoors Forum	GO OUTDOORS
Sailing Forum	GO SAILING
Sports Forum	GO SPORTS

GO BUSINESS

PROFESSIONAL SERVICES

AP Videotex, Business	GO APV
Broadcast Professionals Area	GO INCUE
The Business Wire	GO TBW
Calculate Net Worth	GO FINANCE
Checkbook Balancer	GO CHECKBOOK
Communications Industry	GO MEDIA
Executive News Service®	GO ENS
DR. JOB	GO DRJ
EdVENT II — Seminar Schedules	GO EDV

Fedwatch Newsletter	GO MMS
Independent Insurance Agents Association	GO INSURANCE
Industry Directories	GO DIR
Industry Trade Journals	GO IQUEST
Internal Revenue Services	GO IRS
IQuest™ — Over 700 Reference Databases	GO IQUEST
Loan Amortization	GO FINANCE
Medicine — American Association of Medical Systems and Informatics	GO AAMSI
Medicine — American College of Obstetricians and Gynecologists	GO ACOG
Medicine — Rare Disease Database	GO RDB
PaperChase (MEDLINE)	GO PCH
Stevens Business Reports	GO SBR
Social Security Administration	GO SSA
SuperSite Demographic Information®	GO SUPERSITE
World-Wide Investment System	GO REALESTATE

Industry and Professional Forums

American Association of Medical Systems and Informatics	GO PROFORUM
Aircraft Owners and Pilots Association	GO MEDSIG
Aviation Forum	GO AOPA
Broadcast Professional Forum	GO AVSIG
Communications Industry	GO BPFORUM
Consumer Electronics Forum	GO MEDIA
Independent Computer Consultants Association	GO CEFORUM
Journalism Forum	GO ICCAFORUM
Legal	GO JFORUM
Military Veterans Services	GO LAWSIG
Public Relations and Marketing	GO VET
Public Relations Society of America	GO PRSIG
Safetynet Forum	GO PRLINK
Telecommunications Forum	GO SAFETY
US Entrepreneurs Network	GO TELECOM
Work From Home	GO USEN
Writers and Editors	GO WORK
	GO WESIG

SHOPPING SERVICES

Comp-u-store OnLine	GO SHOP
CompuServe's SOFTEX Software Sales	GO CUS
CompuServe's Online Product Ordering	GO SOFTEX
New Car Showroom	GO ORDER
The Electronic Mall™ (selected merchants)	GO NEWCAR
	GO MALL

Apparel/Accessories

Athlete's Outfitters	GO ATH
International Fur Wholesalers	GO RF
Milkins Jewelers	GO MJ
Woodstock Leather Co.	GO BAG

Auto

American Tire Buyers	GO ATB
Buick Motors	GO BU
Chevy Showroom	GO CHV

Books

Bantam Books	GO BB
Christian Book Store	GO DII
The McGraw-Hill Book Company	GO MH
Waldenbooks	GO WB

Computing

The Heath Company	GO HTH
1-800-FLOPPYS	GO DSK
Marymac Industries Inc.	GO MM
Software Discounters of America	GO SDA

Gifts/Gourmet

Coffee Emporium	GO COF
Fifth Avenue Shopper	GO FTH
Florida Fruit Shippers	GO FFS
Hobbit Hole/Wyandotte Wines	GO HH
Lobster Market	GO SEA

Merchandise/Electronics

American Express.....	GO AXM
Electronics Mart.....	GO ELM
Sears, Roebuck & Co.....	GO SR
Xerox Direct Marketing.....	GO XDM

Online Services

Globalink.....	GO GLO
EF Hutton.....	GO EF
NewsNet.....	GO NN
Videolog.....	GO VL

Periodicals

Dow Jones & Co.....	GO DJ
EBSCO Magazine Entree.....	GO ME
USA TODAY.....	GO US

Premium Merchants

Bloomingdale's By Mail.....	GO BL
Neiman-Marcus.....	GO NM
Tiffany & Co.....	GO TIF

Records/Movies

CBS/Fox Video.....	GO CF
Express Music CDs.....	GO EMC
RCA Direct Marketing.....	GO RC
Record World.....	GO RW

Sports/Health

Barracuda Sports Products.....	GO BP
Berry Scuba Company.....	GO BS
VitaMenagerie Discount Vitamins.....	GO VM

Travel

Air France.....	GO AF
American Airlines.....	GO AA
Ameropa Travel.....	GO AT
Worldwide Property Guide.....	GO WWX

TRAVEL SERVICES

ABC Hotel Database.....	GO TRAVEL
Adventures in Travel.....	GO HOTELS
American Express Travel Services.....	GO AIT
Discover Orlando.....	GO AXP
Educational Travel Connection.....	GO ORLANDO
National Tourism Citilog.....	GO ETC
Official Airline Guides.....	GO CITIES
Pan American Airlines Information.....	GO OAG
State Department Travel Briefings.....	GO PANAM
Sun and Sand Vacations.....	GO STATE
TWA Travelshopper™.....	GO VACATION
TravelVision.....	GO TWA
Vermont Tourism.....	GO TRV
VISA Advisors.....	GO VERMONT
West Coast Travel.....	GO VISA
What's New in Travel.....	GO WESTCOAST
WorldWide Exchange.....	GO WNT
	GO WWX

Aviation Services

Airline Flight Information.....	GO AVIATION
Aviation Safety Institute.....	GO FLIGHTS
Flight Planning and Weather Briefings.....	GO ASI
Service Difficulty Reports.....	GO EMI
Weather Maps.....	GO ASI
Weather Reports and Forecasts.....	GO MAPS
	GO AWX

Travel Forums

AOPA Forum.....	GO TRAVEL
Aviation Forum.....	GO AOPA
Florida Travel.....	GO AVSIG
Travel.....	GO FLORIDA
	GO TRAVSIG

© indicates service available only through the Executive Option.

COMPUSERVE NETWORK ACCESS NUMBERS

The following CompuServe network 300, 1200 and 2400 baud access numbers are current as of June, 1986.

Alberta		Sierra Madre	818/303-2563 B	Hawaii	
Edmonton	403/466-4501 B		818/303-2681 B	Kailua	808/263-6670 B
Alabama		Solana Beach	619/481-3527 B	Iowa	
Bessemer	205/879-2280 B	Stockton	209/485-7251 B	Cedar Rapids	319/365-9363 B
	205/879-2250 B	Sunnyvale	408/988-5366 Q	Davenport	319/323-7388 B
Birmingham	205/879-2250 B		408/988-8762 B	Des Moines	515/270-9410 B
	205/879-2280 B	Thousand Oaks	805/499-0566 B		515/270-1581 B
Huntsville	205/536-4405 B		805/499-0371 B	Idaho	
Mobile	205/478-0688 B	Torrance	213/542-4311 B	Boise	208/384-5666 B
Montgomery	205/262-0010 B	Van Nuys	818/902-0934 B		208/384-5660 B
Arkansas			818/902-0932 B	Pocatello	208/232-9452 B
Little Rock	501/224-9311 B	Ventura	805/643-0177 B	Illinois	
Arizona		Walnut Creek	415/682-2633 B	Arlington Hts.	312/372-1402 V*
Mesa	602/256-2951 B	West L.A.	213/487-6461 V*		312/443-1250 B
Phoenix	602/267-0623 B		213/383-9284 Q		312/332-7382 B
	602/256-2951 B		213/739-8906 B		312/263-5636 Q
	602/225-0200 Q		213/739-0371 B	Aurora	312/839-1557 B
Scottsdale	602/256-2951 B	Colorado		Chicago	312/263-5636 Q
Tempe	602/256-2951 B	Aspen	303/925-5892 B		312/443-1250 B
Tucson	602/748-2009 B	Aurora	303/623-4711 V*		312/372-1402 V*
	602/748-2004 B		303/629-5563 B		312/332-7382 B
Yuma	602/782-7191 B		303/629-0666 B*	Cicero	312/372-1402 V*
British Columbia		Boulder	303/623-4711 V*		312/332-7382 B
Vancouver	604/738-5157 B		303/629-5563 B		312/443-1250 B
California			303/629-0668 B*		312/263-5636 Q
Alameda	415/531-3700 B	Colorado Springs	303/596-0910 B	E. St. Louis	314/241-3110 V*
Anaheim	714/520-9724 B	Denver	303/945-0424 B		314/241-3102 B
	714/520-9724 B		303/629-0668 B		314/241-3101 B
Bakersfield	805/323-7591 B		303/629-9145 Q	Lombard	312/953-4991 Q
Berkeley	415/531-3700 B		303/629-5563 B		312/953-9680 B
Beverly Hills	213/739-0371 B		303/623-4711 V*	Oak Park	312/443-1250 B
	213/383-9284 Q	Dillon	303/668-0991 B		312/332-7382 B
	213/487-6461 V*	Fort Collins	303/493-8601 B		312/372-1402 V*
Canoga Park	213/739-8906 B	Glenwood Springs	303/945-0424 B		312/263-5636 Q
	818/902-0932 B	Grand Junction	303/241-1885 B	Peoria	309/685-2543 B
	818/902-0934 B		303/241-1889 B	Rockford	815/968-3412 B
Castro Valley	415/581-2631 B	Lakewood	303/623-4711 V*	Skokie	312/263-5636 Q
Cathedral City	619/325-4584 B		303/629-5563 B		312/332-7382 B
Concord	415/682-2633 B	Vail	303/629-0668 B*		312/372-1402 V*
Culver City	213/397-8812 V*		303/476-8700 B		312/443-1250 B
	213/390-9617 B	Connecticut		Springfield	217/522-5101 B
	213/216-0010 B	Bridgeport	203/926-0001 B	St. Charles	312/859-1557 B
Cupertino	408/988-8762 B	Danbury	203/797-1815 B	Indiana	
Fresno	209/252-1892 B	Fairfield	203/226-2704 B	Elkhart	219/293-1593 B
Hayward	415/581-2631 B	Greenwich	203/967-4589 B	Evansville	812/479-0165 B
Hollywood	818/982-1813 B	Hartford	203/728-0633 B	Evansville	219/447-0510 B
Inglewood	213/739-0371 B	Millford	203/926-0001 B	Fl. Wayne	219/769-0081 B
	213/739-8906 B	New Haven	203/467-3489 B	Gary	317/638-5785 V*
	213/487-6461 V*	New London	203/444-2509 B	Indianapolis	317/638-2517 B
	213/383-9284 Q	North Haven	203/467-3489 B		317/638-2762 B
Irvine	714/851-0145 B	Norwalk	203/226-2704 B	Lafayette	317/742-5578 B
Livermore	915/443-9202 B	Stamford	203/967-4589 B	Muncie	317/284-3812 B
Long Beach	213/591-8339 B	Waterbury	203/573-0392 V*	Osceola	219/674-6951 B
Los Altos	408/988-8762 B		203/574-0500 B		219/679-4705 V*
Los Angeles	213/739-8906 B	Westport	203/226-2704 B	Richmond	317/935-0061 B
	213/739-0371 B		203/222-1748 V*	Kansas	
	213/739-8906 B	District of Columbia		Kansas City	816/474-3770 B
	213/383-9284 Q	Washington	703/841-9834 B		816/472-1283 Q
	213/487-6461 V*		703/352-8750 V*	Mission	816/472-1283 Q
Monterey	408/375-9931 B		703/841-9834 B	Shawnee	816/474-3770 B
Mt. View	408/988-8762 B	Delaware			816/472-1283 Q
N. Hollywood	818/982-1813 B	Newark	302/656-6852 B*	Shawnee Mission	816/472-1283 Q
Newport Beach	714/851-0145 B		302/652-8732 B		816/474-3770 B
Oakland	415/531-3700 B		302/656-6451 Q	Topeka	313/234-1051 B
Pacheco	415/682-2633 B		302/656-6852 V*	Wichita	316/689-8765 B
Palm Springs	619/325-4584 B	Wilmington	302/652-8732 B		316/689-8585 B
Palo Alto	415/591-5846 B		302/656-6451 Q	Kentucky	
	415/591-5591 B	Florida		Lexington	606/259-3446 B
Pleasant Hills	415/682-2633 B	Boynton Beach	305/684-9051 B	Louisville	502/581-9526 B
Pomona	714/820-2651 B	Daytona Beach	904/257-5019 B		502/583-1277 Q
Rancho Bernardo	619/471-0980 B	Deerfield Beach	305/426-6104 B		502/581-9804 V*
Riverside	714/359-7801 B	Fl. Lauderdale	305/772-3240 B	Louisiana	
Sacramento	916/971-4681 B		305/771-8074 B	Baton Rouge	504/273-0184 B
San Bernardino	714/881-1871 B		813/939-7060 B	Lafayette	518/233-1150 B
	714/881-1583 B	St. Myers	904/396-7105 B	Monroe	518/387-0879 B
San Carlos	415/591-5591 B	Jacksonville	904/396-7105 B	New Orleans	504/734-8150 B
San Diego	619/283-6021 B	Longwood	305/273-8780 B	Shreveport	318/424-5380 B
	619/569-0697 B		305/273-8805 B	Massachusetts	
	619/283-6091 B	Miami	305/266-0231 B	Amherst	413/256-8591 B
	619/569-8324 Q	Orlando	305/273-8780 B	Arlington	617/542-1779 V*
San Fernando	213/487-6461 V*		305/273-8805 B		617/542-7148 Q
	213/383-9284 Q	Panama City	904/871-4775 B		617/542-3792 Q
	213/739-8906 B	Pensacola	904/434-3911 B		617/542-1796 B
	213/739-0371 B	Sarasota	813/355-9331 B		617/542-3792 Q
San Francisco	415/956-4191 B	St. Petersburg	813/525-0378 B	Boston	617/542-1779 V*
	415/398-0905 Q	Tallahassee	904/224-6021 B		617/542-1796 B
	415/982-9055 V*		904/222-4144 B		617/542-3792 Q
	415/956-4191 B	Tampa	813/237-8189 B		617/542-7148 Q
	415/956-4281 B	Vero Beach	305/778-0550 B	Brockton	617/588-3222 B
San Jose	408/988-8762 B	W. Palm Beach	305/684-9051 B	Brookline	617/542-3792 Q
San Mateo	415/591-5846 B	Georgia			617/542-1796 B
	415/591-5415 Q	Albany	912/435-9420 B		617/542-1779 V*
Santa Barbara	805/682-2331 B	Atlanta	404/237-8113 Q	Burlington	617/667-4266 B
Santa Clara	408/988-8762 B		404/231-3214 Q	Cambridge	617/542-3792 Q
	408/988-5366 B		404/237-8113 Q		617/542-1796 B
	408/988-8762 B	Augusta	404/733-0346 B		617/542-1779 V*
Sherman Oaks	818/902-0934 B	Martinez	404/733-0346 B	Chicopee	413/734-7362 B
	818/902-0932 B				

Concord	617/371-0354 B	New Hampshire		Tulsa	918/749-8850 B
Frammingham	617/875-3814 B	Nashua	603/883-5551 B	918/749-8801	
Georgetown	617/352-7586 B	New Jersey		Ontario	
Holyoke	413/734-7362 B	Atlantic City	609/645-1258 B	Toronto	416/865-1451 B
Hudson	617/568-8019 B	Bayonne	201/624-6565 B	Oregon	
Lawrence	617/975-0451 B	Camden	609/665-7555 B	Portland	503/232-4026 B
Maynard	617/897-4746 B	Cherry Hill	609/665-7555 B		503/232-1072
Medfield	617/359-7603 B	Elizabeth	201/624-6565 B	Pennsylvania	
Medford	617/542-7148 Q	Greenbrook	201/968-0263 Q	Allentown	215/776-6960 B
	617/542-3792		201/968-9000 B	Butler	412/285-8187 B
	617/542-1779 V*	Hackensack	201/489-0111 B	Erie	814/453-7538 B
	617/542-1796 B	Hackettstown	201/852-8070 B	Harrisburg	717/657-9633 B
Medway	617/533-2722		201/852-8502 B	King of Prussia	215/279-5811 B
Mendon	617/478-0653	Jersey City	201/624-6565 B	Penn Hills	412/391-8218 V*
Newton	617/542-3792	Montclair	201/783-5400 B		412/391-8818 B
	617/542-1796 B	Newark	201/624-6565 B		412/261-4192 Q
	617/542-1779 V*	Parsippany	201/898-1935 B		412/391-7732 B
Quincy	617/542-3792		201/898-0259 V*	Philadelphia	215/977-9790 V*
	617/542-1796 B	Pennsauken	609/665-7555 B		215/977-9758 B
	617/542-1779 V*	Princeton	609/683-4770 B		215/977-3794 Q
Springfield	413/734-7362 B		609/683-4776 B	Pittsburgh	412/261-4192 Q
Waltham	617/542-1796 B		609/921-8930 V*		412/391-8818 B
	617/542-3792	Ridgewood	201/444-3913 B		412/391-8218 V*
	617/542-7148 Q	Tom's River	201/244-7722 B		412/391-7732 B
	617/542-1779 V*	Union	201/624-6565 B	Reading	215/375-4850 B
Westboro	617/366-2617 B	Union City	201/624-6565 B	Somerset	901/443-8402 B
Worcester	617/792-2512 B	Wayne	201/923-5030 B	Upper Darby	215/977-9790 V*
Maryland		Woodbridge	201/906-0960 B		215/977-9758 B
Annapolis	301/266-7530 B	New Mexico			215/977-9794 Q
Baltimore	301/254-7113	Albuquerque	505/265-1263 B	York	717/845-7631 B
	301/254-7311 B*	Los Alamos	505/265-7046 V*	Quebec	
	301/254-1150 V*		505/662-4122 B	Montreal	514/842-3684 B
	301/254-1652 Q	Nevada		Rhode Island	
Bethesda	703/352-7500 B	Las Vegas	702/878-0056 B	Providence	401/941-6900 B
	703/352-8750 V*	Reno	702/786-5356 B	South Carolina	
	703/841-9834 B		702/786-7416 V*	Charleston	803/556-0422 V*
Dundalk	301/254-1150 V*	New York	702/786-5308		803/763-0090 B
	301/254-7311 B	Albany	518/439-7491 B	Columbia	803/776-3355 Q
	301/254-1652 Q	Buffalo	716/874-3751 B		803/783-5484 B
	301/254-7311 B	Hicksville	516/681-7240 B	Greenville	803/255-4686 B
	301/254-7113 B		516/681-7347 B	Myrtle Beach	803/238-8625 B
Hyattsville	301/559-8000 B	Lake Grove	516/981-0880 B	South Dakota	
	301/559-0200 B	New York	212/758-1114	Rapid City	605/341-3733 B
Ocean City	301/548-1502 B		212/758-2090 B	Tennessee	
Towson	301/254-1150 V*		212/758-4114 B	Chattanooga	615/877-5804 B
	301/254-1652 Q		212/758-0330 V*	Gatlinburg	615/436-2001 B
Maine			212/422-8820 B	Knoxville	615/584-9902 B
Portland	207/879-0005 B		212/344-5674 V*	Memphis	901/452-8530 B
Michigan		New York City	212/968-7790 Q		901/452-2470 V*
Ann Arbor	313/663-3934 B	Poughkeepsie	914/473-2617 B		901/452-1710 B
Detroit	313/255-9207	Rochester	716/458-3465 B	Nashville	615/366-1947 B
	313/255-9304 Q		716/458-3460 B	Oak Ridge	615/483-2292 B
	313/255-9877 V*	Schenectady	518/439-7491 B	Texas	
East Lansing	313/255-9207 B	Syracuse	315/458-6016 B	Amarillo	806/379-8411 B
Flint	517/321-2388 B	Tonawanda	716/694-6263 B	Austin	512/444-7234 B
Grand Rapids	313/238-6202 B	Troy	518/439-7491 B	Corpus Christi	512/887-2983 B
Kalamazoo	616/459-9891 B	White Plains	914/949-4510 B	Dallas	214/761-9040 B
	616/344-2298		914/428-9270 B		214/761-0599 B
	616/344-5312 B	Williston Park	516/294-1482 B		214/748-0976 V*
Lansing	517/321-2388 B	Ohio			214/761-9042
Saginaw	517/893-1161 B	Akron	216/867-1237 B	El Paso	915/565-4661
Troy	313/362-2540 B		216/867-1243 B		915/565-4670 B
Minnesota		Athens	614/594-8364 B		915/562-2617 V*
Minneapolis	612/339-2507 Q	Canton	216/455-2516 B	Ft. Worth	817/870-2488 B
	612/375-0328 V*		216/455-2126 B		817/870-2461
	612/342-2207 B	Cincinnati	513/771-1630 B	Houston	713/225-2330 B
St. Paul	612/375-0328 V*		216/771-1760 V*		713/225-0843 Q
	612/342-2207 B	Cleveland	216/771-4014 Q		713/225-2500 V*
Missouri			216/771-0723		713/225-2550
Columbia	314/442-4600 B		216/771-8350 V*	Lubbock	806/763-5081 B
Florissant	314/241-3101 B		216/771-6860 B	Midland	915/697-8211 B
	314/241-3110 V*	Columbus	614/457-2105	San Antonio	512/435-3883 B
	314/241-3102 B		614/451-5573 V*	Utah	
Independence	816/472-1283 Q		614/761-1133 Q	Provo	801/377-1120 B
	816/474-3770 B		614/876-2116 B	Salt Lake City	801/521-6326 Q
Jefferson City	314/635-9170 B		614/457-2105		801/521-2890 B
Kansas City	816/474-3770 B		614/457-6133 B*		801/521-2915 B
	816/472-1283 Q	Dayton	513/461-1064 B	Virginia	
St. Louis	314/241-3110 V*	Euclid	216/771-8350 V*	Alexandria	703/352-8750 V*
	314/241-3102 B		216/771-4014 Q		703/841-9834 B
	314/241-3101 B		216/771-6860 B		703/352-7500 B
Mississippi			216/771-0723	Arlington	703/841-9834 B
Jackson	601/948-6411 B	Granville	614/587-0932 B	Chesapeake	804/461-6128 B
Montana		North Canton	216/867-1243 B		804/461-6167 B
Billings	406/245-0863 B	Parma	216/867-1237 B	Fairfax	703/591-0506 Q
North Carolina			216/771-8350 V*		703/352-8750 V*
Burlington	919/584-2971 B		216/771-6860 B	Hampton	703/352-7500 B
Charlotte	704/333-6854		216/771-0723	Manassas	804/722-0016 B
	704/333-7155 B	Toledo	919/243-2818 Q	Midlothian	804/358-5707 B
Davidson	919/725-1550 B		919/244-0073 B	Norfolk	804/461-6167 B
Durham	919/682-6239 B	Youngstown	919/244-6286 V*		804/461-6128 B
Greensboro	919/373-1635 B	Oklahoma		Portsmouth	804/461-6128 B
Raleigh	919/878-8570 B	Bethany	405/946-4860 B		804/461-6167 B
Reesh, Triangle	919/682-6239 B		405/946-4799	Richmond	804/358-8274 B
Wilmington	919/392-4700 B		405/946-4799	Roanoke	703/563-8421 B
Winston-Salem	919/725-1550 B	Norman	405/946-4860 B	Virginia Beach	804/461-6128 B
Nebraska			405/946-4799		804/461-6167 B
Lincoln	402/474-1006 B	Oklahoma City	405/946-4860 B	Vermont	
Omaha	402/895-5288 B		405/946-4799	Burlington	802/862-1575 B
	402/896-3853 V*				

KEYBOARD EQUIVALENT DIAGRAMS

Apple® Atari® Commodore	Control + C	Return
Macintosh™	⌘ + C	Return
IBM®	Control + C	↵
Tandy® 16, 100 1000, 1200, 2000, 600	Control + C	Enter
Tandy 1, 3, 4 and Color Computers	↓ + C videotex ↑ + C other	Enter
Terminals	Control + C	Enter or Return

(CompuServe Network Access Numbers continued)

Washington		Legend:
Olympia	206/786-6666 B	No code - 300 baud
Seattle	206/241-8137 V*	B - 300 or 1200 baud
	206/241-7023 B	B* - 1200 baud only
	206/242-5767 Q	Bell compatible
	206/241-9111 B	V* - 1200 baud only
Spokane	509/326-0515 B	Vadic compatible
Tacoma	206/922-1790 B	BV - 300 or 1200 baud, Bell
Wisconsin		Vadic compatible
Brookfield	414/258-5616 B	Q - 2400 baud only
Madison	608/256-6525 B	
Milwaukee	414/258-5616 B	The networks include:
	414/258-6049 Q	C - CompuServe
West Virginia		T - TYMNET
Charleston	304/768-9700 B	G - Telenet
Huntington	304/736-2331 B	D - DataPac
Parkersburg	304/485-4225 B	
Wheeling	304/233-9470 B	All networks have surcharges associated
Wyoming		with their use.
Casper	307/234-6914 B	

Additional Access Numbers

After entering your online subscription information, you may prefer to use one of the supplementary networks. Information about the supplementary networks and a search program to locate a supplementary network access telephone number that services your precise location can be found online by entering GO PHONE at any ! prompt.

This document contains the latest information available at the time of publication. However, CompuServe reserves the right to modify the services described herein at any time, with or without published notification.

CompuServe®

CompuServe Information Service, Inc.
5000 Arlington Centre Boulevard
P.O. Box 20212
Columbus, Ohio 43220
An H&R Block Company

CS-1261 (02/87)